

**From:** gm\_gmssg\_q01 <nobody@gm.com>  
**Sent:** Tuesday, March 18, 2014 9:49 AM  
**To:**  
**Subject:** Internal notification for: G\_0000187782 Upcoming Noncompliance Recall 14082 - Passenger Side Instrument Panel Performance

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Date: 3/18/2014 Ref. number: Service / Field Action / G\_0000187782  
Subject: **Upcoming Noncompliance Recall 14082 - Passenger Side Instrument Panel Performance**

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**GM CUSTOMER CARE AND AFTERSALES  
DCS3162  
URGENT - DISTRIBUTE IMMEDIATELY**

**Date:** March 18, 2014

**Subject:** Upcoming Noncompliance Recall 14082  
Passenger Side Instrument Panel Performance

**Models:** 2009-14 Chevrolet Express and GMC Savana Equipped with  
Passenger Side Airbag (AK5) and GVWR 10,000 Lbs. and below

**To:** All Chevrolet and GMC Dealers

**Attention:** General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, New Vehicle Sales Manager,  
Used Vehicle Sales Manager, and Warranty Administrator

**UPCOMING NONCOMPLIANCE RECALL 14082**

**Stop Delivery Population Expanded**

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about a noncompliance recall that involves 2009-2014 Chevrolet Express and GMC Savana vehicles with a GVWR 10,000 pounds and below equipped with front passenger air bags. The total number of involved U.S. vehicles is approximately 303,000.

General Motors has decided that 2009-2014 model year Chevrolet Express and GMC Savana vehicles with a GVWR of 10,000 pounds and below equipped with front passenger air bags fail to conform to Federal Motor Vehicle Safety Standard 201, *Occupant Protection in Interior Impact*. On these vehicles, during a frontal impact below the air bag deployment threshold, if an unrestrained front passenger head hits the instrument panel above where the passenger airbag is located, it may decelerate at a rate exceeding the requirements of Safety Standard 201, resulting in a greater risk of injury.

This is a courtesy notification to dealers. Dealers will be advised when the recall bulletin and customer notification letter are scheduled for release. The Investigate Vehicle History screen in the Global Warranty Management system will be updated Tuesday, March 18, 2014. This will allow dealers the ability to tell a customer if their vehicle is or is not involved in the recall.

An expanded Q&A will be forthcoming.

**Until the bulletin is released, involved vehicles remain on Stop Delivery per GlobalConnect Messages G\_0000187216 and G\_0000187292.**

Please do not call GM Technical Assistance.

**END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES**

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Contact name:

E-Mail.

Department: Service - Brand Quality

Phone:

Intended roles: General Manager, New Vehicle Sales Manager, Parts & Service Director, Parts Manager, Service Advisor, Service Manager, Used Vehicle Sales Manager, Warranty Administrator

Archives: 4/18/2014

Expires: 3/18/2015