
From: gm_gmmsg_q01 <nobody@gm.com>
Sent: Wednesday, March 26, 2014 2:49 PM
To:
Subject: Internal notification for: G_0000188389 14082 - Noncompliance Recall - Passenger Side Instrument Panel Performance
Attachments: 14082 bulletin.pdf

Date: 3/26/2014 Ref. number: Service / Field Action / G_0000188389
Subject: **14082 - Noncompliance Recall - Passenger Side Instrument Panel Performance**

**GM CUSTOMER CARE AND AFTERSALES
DCS3166
URGENT - DISTRIBUTE IMMEDIATELY**

Date: March 26, 2014

Subject: 14082 - Noncompliance Recall
Passenger Side Instrument Panel Performance

Models: 2009-14 Chevrolet Express and GMC Savana 2500/3500 Series
Vehicles Equipped with Front Passenger Side Airbag (AK5) and
GVWR 10,000 pounds (4536 kg) 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

General Motors is releasing the bulletin for Noncompliance Recall 14082 today. Please see the attached bulletin for details.

Important

- Vehicles involved in this recall were placed on stop delivery March 7 and March 10, 2014. The VIN lists sent to dealers included light duty (1500 series) and heavy duty (2500/3500 series) vehicles.
- This bulletin (14082) addresses heavy duty vehicles ONLY (2500/3500 Series). Once the repair in bulletin 14082 has been performed on the vehicle, the

heavy duty vehicle is released from stop delivery and can be delivered to the customer.

- The light duty vehicles (1500 Series) will be addressed under a separate bulletin, Noncompliance Recall 14105. When the repair for the light duty vehicles is validated and parts are available, the bulletin will be released. However, until the bulletin is published, the light duty vehicles remain on stop delivery.

Customer Letter Mailing

The customer letter mailing date has not yet been determined.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen was updated March 18, 2014. A list of involved vehicle dealer inventory is attached to this message.


Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

 14082 bulletin.pdf Acrobat PDF (261.3KB)
14082 bulletin

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: 4/26/2014	Expires: 3/26/2015