
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Thursday, March 27, 2014 5:18 PM
To:
Subject: Internal notification for: G_0000188488 14082 - Noncompliance Recall - Passenger Side Instrument Panel Performance - IVH System Maintenance

Date: 3/27/2014 Ref. number: Service / Field Action / G_0000188488
Subject: **14082 - Noncompliance Recall - Passenger Side Instrument Panel Performance - IVH System Maintenance**

**GM CUSTOMER CARE AND AFTERSALES
DCS3171
URGENT - DISTRIBUTE IMMEDIATELY**

Date: March 27, 2014

Subject: 14082 - Noncompliance Recall
Passenger Side Instrument Panel Performance
IVH System Maintenance

Models: 2009-2014 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

Noncompliance Recall 14082 was released on March 26, 2014. This recall addresses heavy duty vehicles only (2500/3500 Series) which were placed on stop delivery earlier this month. Once the required repair has been performed, the heavy duty vehicle is released from the stop delivery and can be delivered to the customer.

The light duty vehicles (1500 Series), which were also placed on stop delivery earlier this month, will be addressed by Noncompliance Recall 14105. A different recall number had to be assigned to the light duty vehicles because the repair, which is currently being validated, is not the same as the heavy duty repair. When the validation process is complete, the bulletin will be released. Until the bulletin is released, the **LIGHT DUTY VEHICLES REMAIN ON STOP DELIVERY.**

When the stop delivery order was issued, all of the involved vehicles (heavy duty and light duty) were loaded into IVH under noncompliance recall 14082. This was done to assist dealers in

responding to customer inquiries about whether or not their vehicle is involved. Now that two different repair procedures are required, we are in the process of reassigning the light duty vehicles in IVH. In order to do this, we have manually closed all of the light duty vehicles originally assigned to 14082 and are now reloading them under 14105.

This required system maintenance does not remove or relieve the stop delivery order for the light duty vehicles. Until further instructions are received, these vehicles must be held and not delivered to customers, dealer traded, or used for demonstration purposes.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

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: 4/27/2014

Expires: 3/27/2015