

April 2015

Dear General Motors Customer:

General Motors recently notified you regarding a Special Coverage Adjustment involving a condition in which the fuel pump becomes inoperative due to an open circuit, and/or overheating of the fuel pump module battery terminal. Vehicles equipped with a 6.6L Diesel engine, 5.3L Flex-Fuel engine, or a 6.0L Liquid Propane/Compressed Natural Gas engine are not included in this program, and you should not have received the notification letter.

If you have already had your vehicle serviced for this program, we are sorry for any inconvenience our error may have caused you.

If you have not yet had your vehicle serviced for this program, please disregard the previous letter.

Again, we apologize if this error has caused you any concern regarding the integrity of the fuel system in your vehicle. Please be reassured that the condition addressed by this Special Coverage Adjustment does not affect your vehicle.

If you have any questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1-800-222-1020 or the GMC Customer Assistance Center at 1-800-462-8782.

Alicia S. Boler-Davis  
Sr. Vice President  
Global Connected Customer Experience

GM CUSTOMER CARE AND AFTERSALES  
DCS3612  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 2, 2015

Subject: 14634 – Special Coverage Adjustment  
Fuel Pump Module Battery Terminal  
Vehicle Population Revision

Models: 2010-2014 Chevrolet Express and GMC Savana  
Equipped with RPO LMM, LGH, LC8, or LMF

To: All Chevrolet and GMC Dealers

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

General Motors recently released Special Coverage Adjustment 14634 – Fuel Pump Module Battery Terminal.

**Please be advised 2010-2014 Chevrolet Express and GMC Savana vehicles equipped with a 6.6L Diesel engine (LMM/LGH), 5.3L Flex-Fuel engine (LMF), or a 6.0L Liquid Propane/Compressed Natural Gas engine (LC8) are NOT included in this program but were inadvertently included.**

The Investigate Vehicle History (IVH) screen in the Global Warranty Management system was erroneously updated and the affected vehicle owners also received letters informing them of their inclusion in this special coverage.

The involved vehicle population in IVH has now been corrected, and customers are being sent letters advising them they are not part of this special coverage program. Please reassure any of your customers with diesel engine equipped vehicles that they are not part of this special coverage program.

A courtesy copy of the customer letter is attached to this message.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES