

August 2016

<CustomerName>  
<CustomerAddress>

This notice applies to your vehicle, **VIN: <VIN>**.

Dear <CustomerName>:

As the owner of a <Year> model year <VINDivisionName> <Vehicle\_Name> compressed natural gas (CNG) equipped vehicle, your satisfaction with our product is very important to us.

General Motors has become aware of a small number of vehicles with leaks in the manual shut-off valve. If this condition affects your vehicle you may noticed the CNG odor or hear a hissing sound.

To check for this condition, please have a certified CNG technician inspect the manual shut-off valve in accordance with GM Service Information procedures for CNG leakage and damage. This inspection should be performed regularly as part of the updated maintenance schedule. If the inspection is performed at a GM dealership, and your vehicle is still covered under its 5 year/50,000 mile (80,000 km) Emissions Control Systems Warranty, replacement of the manual shut-off valve, if required, will be performed for you at **no charge**.

Additionally, we are updating the maintenance schedule in the CNG supplement to your owner manual to include regular inspection of the CNG manual shut-off valve. The enclosed insert is an amendment to your supplement. Please keep this insert with your important vehicle documents for reference.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at <DivCACPhone>.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your <VINDivisionName> <Vehicle\_Name> provides you with many miles of enjoyable driving.

<Inch\_closing>

Enclosure  
17650

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4153  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 22, 2016

Subject: Customer Advisory Letter Mailing - GM Reference #17650  
CNG Shutoff Valve Updated Maintenance Schedule

Models: 2011-2016 Chevrolet Express  
2013-2016 Chevrolet Silverado HD  
2015-2016 Chevrolet Impala  
2011-2016 GMC Savana  
2013-2016 GMC Sierra HD  
Equipped with Vehicle Fuel - Bi-Fuel & Monovalent plus CNG (RPO FHV), Vehicle Fuel - Dedicated CNG (RPO FHZ), Engine - LPG/CNG, 6.0L V8 (RPO LC8), Engine - Gas, 3.6L (RPO LFR), Parts Pkg. - Complete Vehicle Kit, 3 Tank (RPO UFM), or Parts Pkg. - Complete Vehicle Kit, 4 Tank (RPO UFP)

To: All Chevrolet and GMC Dealers

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

General Motors has become aware of a small number of vehicles with leaks in the manual shut-off valve. The attached customer advisory letter and owner manual inserts advise how and when to have the valve inspected. Additionally, we are updating the maintenance schedule in the CNG supplement of the owner manual to include regular inspection of the CNG manual shut-off valve.

**Sales Managers are to print the owner manual insert locally and insert a copy into the CNG supplement owner manual of involved vehicles, for both used and new vehicle inventory, prior to delivering the vehicle to the owner.**

Due to the small number of vehicles involved and due to limited initial parts availability, dealers are encouraged not to order parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace a manual shut-off valve.

General Motors will begin mailing letters to involved customers on August 30, 2016 to inform them of an updated CNG Maintenance Schedule. These letters will be mailed in phases; phase 1 will include Express and Savana, phase 2 will include Silverado HD and Sierra HD, and phase 3 will include Impala.

A list of involved vehicles is attached to this message. A copy of the letter and the Owner Manual inserts by model are attached to this message.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS

## Amendment to the 2011 - 2016 Chevrolet Express/GMC Savana CNG Compressed Natural Gas Supplement

*This information replaces the Maintenance Schedule subsection in the Service and Maintenance section of the Compressed Natural Gas Supplement to your Owner Manual.*

### Maintenance Schedule

This CNG vehicle requires special maintenance that is in addition to the routine maintenance provided in the owner manual, such as fluids, filters, etc. The CNG system components require periodic visual inspections and maintenance by a CSA International-certified inspector or authorized GM dealer—see your dealer or <http://www.csagroup.org/>.

CNG fuel filler neck lines and cargo tank high-pressure flex lines require inspection at least every 12 months or 12 000 km/7,500 mi, whichever comes first. CNG fuel tank(s), tank shields and valves require inspection at least every 36 months or 58 000 km/36,000 mi, whichever

comes first. These and other required inspections are designated in the Maintenance Schedule chart in this section.

Have required services performed by your GM dealer or other qualified repair facility. Your dealer has the necessary training and parts to repair the vehicle.

### Warning

The tank shields are designed to protect the CNG tank in a crash and from road hazards. Removal of the shields may result in tank damage that could result in a rupture or possible explosion of the tank. You or others could be injured or even killed. If you must remove a tank shield for any reason, e.g., tank inspection or vehicle repair, always reinstall the shield before operating the vehicle.

### Warning

The CNG fuel system and tank(s) must be inspected by a certified inspector if the vehicle is involved in a motor vehicle accident or fire or if the system is leaking, corroded or otherwise damaged in any way. Have the tank inspected if it emits an odor or hissing sound.

The CNG fuel tank(s) must be replaced 15 years after manufacture. The expiration date of the fuel tank(s) and instructions for inspections are on a label on the fuel tank(s) and on the fuel door. Have an authorized GM dealer replace the fuel tank(s). Do not reuse old fuel tank(s).

 **Warning**

Keeping a CNG fuel tank in service after the tank service expiration date is dangerous. The tank may no longer withstand the CNG fuel system operating pressure. You could be severely injured or killed. Take the vehicle to an authorized GM dealer to have the tank replaced.



**Footnotes — Maintenance  
Schedule Additional Required  
Services**

(1) Continue with the specified maintenance intervals for the life of the vehicle.

(2) Or every 12 months, whichever comes first.

(3) Or every 24 months, whichever comes first.

(4) Or every 96 months, whichever comes first.

(5) Every 36 months or 58 000 km/36,000 mi, whichever comes first.

See instructions on fuel container for inspection and service life.

**Amendment to the 2013 - 2016 Chevrolet Silverado/GMC Sierra Bi-Fuel  
(Gasoline/CNG) Supplement**

*This information replaces the Maintenance Schedule subsection in the Service and Maintenance section of the Gasoline/Compressed Natural Gas Supplement to your Owner Manual.*

**Maintenance Schedule**

This CNG vehicle requires special maintenance that is in addition to the routine maintenance provided in the owner manual, such as fluids, filters, etc. The CNG system components require periodic visual inspections and maintenance by a CSA International-certified inspector or authorized GM dealer—see your dealer or <http://www.csagroup.org/>.

Have required services performed by your GM dealer or other qualified repair facility. Your dealer has the necessary training and parts to repair the vehicle.

 **Warning**

The tank shield protects the fuel tank in a crash and from road hazards. Operation with the shield removed may result in tank damage that could result in a rupture or possible explosion of the tank. You or others could be injured or even killed. If you must remove a tank shield for any reason, e.g., tank inspection or vehicle repair, always reinstall the shield before operating the vehicle.

 **Warning**

Keeping a CNG fuel tank in service after the tank service expiration date is dangerous. The tank may no longer withstand the CNG fuel system operating pressure. You could be severely injured or killed. Take the vehicle to an authorized GM dealer to have the tank replaced.



 **Warning**

*The CNG fuel system and tank(s) must be inspected by a certified inspector if the vehicle is involved in a motor vehicle accident or fire or if the system is leaking, corroded or otherwise damaged in any way. Have the tank inspected if it emits an odor or hissing sound.*

The CNG fuel tank(s) must be replaced 15 years after manufacture. The expiration date of the fuel tank(s) and instructions for inspections are on a label on the fuel tank(s) and on the fuel door. Have an authorized GM dealer replace the fuel tank(s). Do not reuse old fuel tank(s).



**Footnotes — Maintenance  
Schedule Additional Required  
Services**

(1) Continue with the specified maintenance intervals for the life of the vehicle.

(2) Or every 12 months, whichever comes first.

(3) Or every 24 months, whichever comes first.

(4) Or every 36 months, whichever comes first.

(5) Every 36 months or 58 000 km/36,000 mi, whichever comes first.

See instructions on fuel container for inspection and service life.

## Amendment to the 2015 - 2016 Chevrolet Impala Bi-Fuel (Gasoline/CNG) Supplement

*This information replaces the Maintenance Schedule subsection in the Service and Maintenance section of the Gasoline/Compressed Natural Gas Supplement to your Owner Manual.*

### **Maintenance Schedule**

This CNG vehicle requires special maintenance that is in addition to the routine maintenance provided in the owner manual, such as fluids, filters, etc. The CNG system components require periodic visual inspections and maintenance by a CSA International-certified inspector or authorized GM dealer—see your dealer or <http://www.csagroup.org/>.

Have required services performed by your GM dealer or other qualified repair facility. Your dealer has the necessary training and parts to repair the vehicle.

#### **Warning**

Do not operate the vehicle without CNG tank shields in place. Operation with a CNG tank shield removed may result in tank damage that could result in a rupture or possible explosion of the tank. You or others could be injured or even killed. If you must remove a tank shield for any reason, e.g., tank inspection or vehicle repair, always reinstall the shield before operating the vehicle.

#### **Warning**

Keeping a CNG fuel tank in service after the tank service expiration date is dangerous. The tank may no longer withstand the CNG fuel system operating pressure. You could be severely injured or killed. Take the vehicle to an authorized GM dealer to have the tank replaced.

 **Warning**

*The CNG fuel system and tank(s) must be inspected by a certified inspector if the vehicle is involved in a motor vehicle accident or fire or if the system is leaking, corroded or otherwise damaged in any way. Have the tank inspected if it emits an odor or hissing sound.*

The CNG fuel tank(s) must be replaced 15 years after manufacture. The expiration date of the fuel tank(s) and instructions for inspections are on a label on the fuel tank and on a label in the fill area. Have an authorized GM dealer replace the fuel tank. Do not reuse old fuel tank.



**Footnotes — Maintenance  
Schedule Additional Required  
Services**

(1) Continue with the specified maintenance intervals for the life of the vehicle.

(2) Or every 12 months, whichever comes first.

(3) Or every 36 months, whichever comes first.

(4) Every 24 months or 17 500 km/ 11,000 mi, whichever comes first.

(5) Every 36 months or 58 000 km/ 36,000 mi, whichever comes first.

See instructions on fuel container for inspection and service life.