

GM CUSTOMER CARE AND AFTERSALES
DCS3230
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 15, 2014

Subject: Q&A for Upcoming Safety Recalls 13036, 13146, and 14157

To: All GM 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

Attached to this message are Q&A documents for the 3 upcoming safety recalls listed below. These documents are being provided to assist dealers in responding to customer inquiries.

13036 – Brake Lamp Malfunction

2004-12 Chevrolet Malibu, 2004-07 Chevrolet Malibu Maxx, 2005-10 Pontiac G6, 2007-10 Saturn AURA

13146 – Low-Beam Headlamps Inoperative

2005-2007 Chevrolet Corvette

14157 – Wiper System May Become Inoperative

2014 Cadillac CTS

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES