



Internal notification for: G_0000149916 12270 - Service Update - Inventory Vehicles Only - Engine Crankshaft Noise - Drive Audit
gm_gmssg_q01 to

10/31/2012 02:46 PM

3 attachments



12270 bulletin.pdf



12270 Inventory VINs.xls



GM Style Sheet.css

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Date: 10/31/2012

Ref. number: Service / Field Action / G_0000149916

Subject: 12270 - Service Update - Inventory Vehicles Only - Engine Crankshaft Noise - Drive Audit

GM CUSTOMER CARE AND AFTERSALES
DCS2842
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 31, 2012

Subject: 12270 - Service Update Bulletin - Inventory Vehicles Only
Engine Crankshaft Noise - Drive Audit

Models: 2013 Cadillac ATS and Chevrolet Malibu Equipped with 2.5L Engine (LCV)

To: All Cadillac and Chevrolet Dealers

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

General Motors is announcing Service Update Bulletin 12270 today. The total number of U.S. vehicles involved is approximately 3,700. Please see the attached bulletin for details.

All 2013 model year Cadillac ATS and Chevrolet Malibu vehicles, equipped with a 2.5L engine, that are in dealer inventory and listed in the attached file must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the inspection contained in the Service Update Bulletin has been performed on the vehicle.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen will be updated November 2, 2012. A list of involved vehicles is attached to this message.

Service Update Bulletin (SUB) Information Link

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES
