

GM CUSTOMER CARE AND AFTERSALES
DCS3060
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 2, 2013

Subject: 13310 – Service Update – Seatback Movement - CANCELLATION - Some Vehicles Closed and Some Vehicles Transferred to Noncompliance Recall 13323

Models: 2014 Chevrolet Silverado and GMC Sierra 1500 Series Equipped with Manual Reclining Seatback

To: All Chevrolet and GMC Dealers

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

General Motors is cancelling Service Update Bulletin (SUB) 13310. **Please see details below.**

After further investigation, it has been determined that some of the vehicles originally involved in SUB 13310 will not have the seatback condition. Below is an explanation of the status of vehicles involved in SUB 13310.

- Vehicles that may display the seatback condition, but have not had the repair in SUB 13310 performed, will be transferred to Noncompliance Recall 13323. These VINs will show a closed status for SUB 13310 in IVH on October 3, 2013.
- Vehicles that were built prior to August 1, 2013, will not have the seatback condition. These vehicles will not be transferred to Noncompliance Recall 13323 and will show as closed in IVH October 8, 2013, which will allow dealers to submit warranty transactions on vehicles that have already been repaired. Do not repair any additional vehicles under SUB 13310.

END OF MESSAGE
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