
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Friday, October 04, 2013 4:08 PM
To:
Subject: Internal notification for: G_0000176406 Upcoming Safety Recall 12213 - Possible Loss of Brake Assist
Attachments: 12213 Recall Letter.pdf; 12213 Advisory Letter .pdf

Date: 10/04/2013 Ref. number: Service / Field Action / G_0000176406
Subject: **Upcoming Safety Recall 12213 - Possible Loss of Brake Assist**

GM CUSTOMER CARE AND AFTERSALES
DCS3065
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 4, 2013

Subject: Upcoming Safety Recall 12213
Possible Loss of Brake Assist

Models: 2011–2012 Chevrolet Cruze Equipped with 1.4L DOHC Gasoline Turbo Engine (LUJ) and 6T40 FWD Automatic Transmission (MH8)

To: All Chevrolet 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

This message provides additional information about the upcoming release of Safety Recall 12213.

We expect to have enough parts to begin repairing vehicles on November 1, 2013 and will be releasing the bulletin on October 25, 2013. In anticipation of these events, we are implementing the following customer notification schedule.


Certain customers will be mailed a notification letter on October 7, 2013. This letter will explain the subject condition and ask them not to contact their dealer for a service appointment until November 1, 2013. These customers were identified as residing in higher elevation areas and their vehicles are more susceptible to a possible loss of brake assist. A generic copy of the letter is attached.

All remaining customers will be mailed a different notification letter on October 8, 2013. This letter will explain the subject condition and ask them not to contact their dealer for a service appointment until they receive another letter from GM advising that parts are now available to repair their vehicles. A generic copy of the letter is attached.


The Investigate Vehicle History screen in the Global Warranty Management system will not be updated until the recall bulletin is released. Please do not call GM Technical Assistance.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

 [12213 Recall Letter.pdf](#) Acrobat PDF (36.48KB)

12213 Recall Letter

 [12213 Advisory Letter .pdf](#) Acrobat PDF (20.06KB)

12213 Advisory Letter

Contact name:

E-Mail:

Department:

Phone:

Intended roles: General Manager, New Vehicle Sales Manager, Parts & Service Director, Parts Manager, Service Advisor, Service Manager, Used Vehicle Sales Manager, Warranty Administrator

Archives: 3/04/2014

Expires: 10/04/2014