



Internal notification for: G_0000169470 12313 - Special Coverage - Engine Balance Chain and Fuel Pump

gm_gmssg_q01 on

07/16/2013 06:25 AM

2 attachments



12313 bulletin.pdf



GM Style Sheet.css

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Date: 7/16/2013 Ref. number: Service / Field Action / G_0000169470
Subject: 12313 - Special Coverage - Engine Balance Chain and Fuel Pump

**GM CUSTOMER CARE AND AFTERSALES
DCS2997
URGENT - DISTRIBUTE IMMEDIATELY**

Date: July 16, 2013

Subject: 12313 - Special Coverage Adjustment
Engine Balance Chain and Fuel Pump

Models: 2010-11 Buick LaCrosse, Chevrolet Equinox, GMC Terrain
2011 Buick Regal Equipped with 2.4L Engine (LAF)

To: All Buick, Chevrolet, and GMC Dealers

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

General Motors is announcing Special Coverage Adjustment 12313 today. The total number of U.S. vehicles involved is approximately 310,000. Please see the attached bulletin for details.


Customer Letter Mailing
The customer letter mailing will begin on July 23, 2013.

Global Connect (GWM)
The "Investigate Vehicle History" (IVH) screen will be updated beginning July 16 through July 19, 2013.

Campaign Initiation Detail Report (CIDR)
The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

 12313 bulletin.pdf Acrobat PDF (214.5KB)