
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Friday, September 27, 2013 6:02 PM
To: 1
Subject: Internal notification for: G_0000175685 13310 - Service Bulletin - Seatback Movement
Attachments: 13310 bulletin.pdf; 13310 Involved VINs.xlsx

Date: 9/27/2013

Ref. number: Service / Field Action / G_0000175685

Subject: **13310 - Service Bulletin - Seatback Movement**

GM CUSTOMER CARE AND AFTERSALES
DCS3056
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 27, 2013

Subject: 13310 – Service Update Bulletin
Seatback Movement

Models: 2014 Chevrolet Silverado and GMC Sierra 1500 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

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

General Motors is announcing Service Update Bulletin 13310 today. The total number of U.S. vehicles involved is approximately 23,000. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated early next week. Please hold warranty transactions until VINs appear in IVH.

Service Update Bulletin (SUB) Information Link

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