
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Friday, November 22, 2013 9:51 AM
To:
Subject: Internal notification for: G_0000179629 13318 - Service Update - Power Sliding Rear Window Inoperable
Attachments: 13318 bulletin.pdf; 13318 Inventory VINs.xlsx

Date: 11/22/2013 Ref. number: Service / Field Action / G_0000179629
Subject: **13318 - Service Update - Power Sliding Rear Window Inoperable**

GM CUSTOMER CARE AND AFTERSALES
DCS3098
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 22, 2013

Subject: 13318 – Service Update Bulletin
Power Sliding Rear Window Inoperable

Models: 2014 Chevrolet Silverado and GMC Sierra 1500 Vehicles
Equipped with Power Sliding Rear Glass (A48)

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 announcing Service Update Bulletin 13318 today. The total number of U.S. vehicles involved is approximately 52,000. Please see the attached bulletin for details.

Due to part availability, involved VINs will be loaded into IVH in phases. This first phase will consist of approximately 10,000 vehicles.

Global Warranty Management (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated November 23, 2013 with the VINs involved in phase 1. A list of vehicles in dealer inventory for phase 1 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
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