
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Wednesday, October 02, 2013 4:15 PM
To:
Subject: Internal notification for: G_0000176184 13323 - Noncompliance Recall - Manual Seatback Recliner Lever
Attachments: 13323 bulletin.pdf; 13323 Involved VINs.xlsx

Date: 10/02/2013 Ref. number: Service / Field Action / G_0000176184
Subject: **13323 - Noncompliance Recall - Manual Seatback Recliner Lever**

**GM CUSTOMER CARE AND AFTERSALES
DCS3059
URGENT - DISTRIBUTE IMMEDIATELY**

Date: October 2, 2013

Subject: 13323 - Noncompliance Recall
Manual Seatback Recliner Lever

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 announcing Noncompliance Recall 13323 today. The total number of U.S. vehicles involved is 18,972. Please see the attached bulletin for details.

Stop delivery of all involved vehicles until the repair contained in Noncompliance Bulletin 13323 has been performed on the vehicle.

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.

Vehicles involved in this noncompliance recall were originally involved in Service Update Bulletin (SUB)13310, which is being cancelled.

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.

Customer Letter Mailing

The customer letter mailing has not been determined.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated October 4, 2013. A list of involved VIN dealer inventory is attached to this message. Please hold all warranty transactions until the VINs appear in IVH.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

 [13323 bulletin.pdf](#) Acrobat PDF (861.0KB)

13323 bulletin

 [13323 Involved VINs.xlsx](#) MS Excel Workbook 2007 (491.2KB)

13323 Involved VINs

Contact name:

E-Mail: 

Department:

Phone:

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

Archives: 11/02/2013

Expires: 10/02/2014