

---

**From:** gm\_gmssg\_q01 <nobody@gm.com>  
**Sent:** Thursday, November 07, 2013 3:11 PM  
**To:** |  
**Subject:** Internal notification for: G\_0000178890 13384 - Customer Satisfaction Program - Low Rear Differential Fluid Level  
**Attachments:** 13384 bulletin.pdf; 13384 Involved VINs.xlsx

---

Date: 11/07/2013 Ref. number: Service / Field Action / G\_0000178890  
Subject: **13384 - Customer Satisfaction Program - Low Rear Differential Fluid Level**

---

GM CUSTOMER CARE AND AFTERSALES  
DCS3092  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 7, 2013

Subject: 13384 - Customer Satisfaction Program  
Low Rear Differential Fluid Level

Models: 2014 Chevrolet Corvette

To: All Chevrolet 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 Customer Satisfaction Program 13384 today. The total number of U.S. vehicles involved is 2,265. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin November 25, 2013.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated November 12, 2013. A list of involved vehicles is attached to this message. Please hold all warranty transactions until the VINs appear in I

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available November 18, 2013.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES