
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Monday, November 11, 2013 12:18 PM
To:
Subject: Internal notification for: G_0000179000 13387 - Service Update - Engine Knock Noise - Drive Audit
Attachments: 13387 bulletin.pdf; 13387 Involved VINs.xlsx

Date: 11/11/2013 Ref. number: Service / Field Action / G_0000179000
Subject: **13387 - Service Update - Engine Knock Noise - Drive Audit**

**GM CUSTOMER CARE AND AFTERSALES
DCS3093
URGENT - DISTRIBUTE IMMEDIATELY**

Date: November 11, 2013

Subject: 13387 – Service Update Bulletin
Engine Knock Noise – Drive Audit

Models: 2013-14 Chevrolet Malibu
2014 Buick Regal, Cadillac ATS and CTS, and Chevrolet Impala
Vehicles Equipped with 2.5L Engine (LCV/LKW) or 2.0L Engine (LTG)
Inventory Vehicles Only

To: All Buick, Cadillac, and Chevrolet Dealers

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

General Motors is announcing Service Update Bulletin 13387 today. The total number of U.S. vehicles involved is 15,566. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated November 13, 2013.

Service Update Bulletin (SUB) Information Link

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

**END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES**