
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Thursday, November 21, 2013 12:58 PM
To:
Subject: Internal notification for: G_0000179736 13397 - Customer Satisfaction Program - Incorrect Rear Axle Installed
Attachments: 13397 bulletin.pdf; 13397 Involved VINs.xlsx

Date: 11/21/2013 Ref. number: Service / Field Action / G_0000179736
Subject: **13397 - Customer Satisfaction Program - Incorrect Rear Axle Installed**

**GM CUSTOMER CARE AND AFTERSALES
DCS3099
URGENT - DISTRIBUTE IMMEDIATELY**

Date: November 21, 2013

Subject: 13397 - Customer Satisfaction Program
Incorrect Rear Axle Installed

Models: 2014 Chevrolet Express and GMC Savana

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 Customer Satisfaction Program 13397 today. The total number of U.S. vehicles involved is 34. Please see the attached bulletin for details.

Vehicles involved in this program were placed on stop delivery November 6, 2013. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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.

Customer Letter Mailing

The customer letter mailing will begin in mid-December.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated November 23, 2013. A list of involved vehicles is attached to this message. Please hold all claims until the VIN appears in IVH.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available mid-December.


END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

 [13397 bulletin.pdf](#) Acrobat PDF (155.7KB)

13397 bulletin

 [13397 Involved VINs.xlsx](#) MS Excel Workbook 2007 (10.32KB)

13397 Involved VINs

Department: Service - Brand Quality

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

Phone:

Archives: 12/21/2013

Expires: 11/21/2014