



**Internal notification for: G_0000155837 12332 - Noncompliance Recall -
Ignition Key Retention
gm_gmssg_q01**

01/08/2013 03:41 PM

3 attachments



12332 bulletin.pdf



12332 Involved VINs.xls



GM Style Sheet.css

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Date: 01/08/2013

Ref. number: Service / Field Action / G_0000155837

Subject: 12332 - Noncompliance Recall - Ignition Key Retention

**GM CUSTOMER CARE AND AFTERSALES
DCS2877
URGENT - DISTRIBUTE IMMEDIATELY**

Date: January 8, 2013

Subject: 12332 - Noncompliance Recall
Ignition Key Retention

Models: 2013 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 Noncompliance Recall 12332 today. The total number of U.S. vehicles involved is approximately 1,000. Please see the attached bulletin for details.

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 the bulletin has been performed on the vehicle.

Customer Letter Mailing

The customer letter mailing date has not yet been determined.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated the week of January 15, 2013. A list of involved vehicles is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in late January, 2013.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES