



Internal notification for: G_0000162154 13098 - Safety Recall - Steering Wheel Fastener Inspection - RELEASE OF STOP DELIVERY UPON COMPLETION OF RECALL
gm_gmssg_q01

03/21/2013 06:56 PM

3 attachments



13098 bulletin.pdf



13098 Involved VINs.xlsx



GM Style Sheet.css

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Date: 03/21/2013

Ref. number: Service / Field Action / G_0000162154

Subject: 13098 - Safety Recall - Steering Wheel Fastener Inspection - RELEASE OF STOP DELIVERY
Category: UPON COMPLETION OF RECALL

**GM CUSTOMER CARE AND AFTERSALES
DCS2934
URGENT - DISTRIBUTE IMMEDIATELY**

Date: March 21, 2013

Subject: 13098 - Safety Recall
Steering Wheel Fastener Inspection

Models: 2013 Buick Encore Equipped with Heated Steering Wheel

To: All Buick Dealers

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

General Motors is announcing Safety Recall 13098 today. The total number of U.S. vehicles involved is 116. Please see the attached bulletin for details.

Vehicles involved in this safety recall were placed on stop delivery March 21, 2013. Once the procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and can be delivered to the customer.

To limit customer dissatisfaction, dealers are strongly encouraged to perform the inspection and repair at the customer's home or workplace. Additional labor time has been included for this service.

Customer Letter Mailing

The customer letter mailing date has not been determined.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated within the next few days. A list of involved vehicles is attached to this message. Please hold warranty transactions until the VIN appears in IVH.

Campaign Initiation Detail Report (CIDR)