



**Internal notification for: G\_0000163500 13079 - Customer Satisfaction  
Program - Water Pump Shaft Seal Leaks  
gm\_gmssg\_q01**

04/05/2013 01:15 PM

2 attachments



13079 - CSP Bulletin Final.pdf



GM Style Sheet.css

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Date: 04/05/2013 Ref. number: Service / Field Action / G\_0000163500  
Subject: 13079 - Customer Satisfaction Program - Water Pump Shaft Seal Leaks

**GM CUSTOMER CARE AND AFTERSALES  
DCS2940  
URGENT - DISTRIBUTE IMMEDIATELY**

Date: April 5, 2013  
Subject: 13079 - Customer Satisfaction Program  
Water Pump Shaft Seal Leaks  
Models: 2009-2013 Buick Enclave  
2009-2013 Chevrolet Traverse  
2009-2013 GMC Acadia  
2009-2010 Saturn Outlook  
Equipped with HFV6 Engine (LY7, LLT)  
To: All GM 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 Customer Satisfaction Program 13079 today. The total number of U.S. vehicles involved is approximately 956,000 vehicles. Please see the attached bulletin for details.

Customer Letter Mailing  
The customer letter mailing will begin on April 19, 2013.

Global Connect (GWM)  
The "Investigate Vehicle History" (IVH) screen will be updated April 5, 2013.

Campaign Initiation Detail Report (CIDR)  
The CIDR will be available April 12, 2013.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES