



**Internal notification for: G\_0000163824 13054 - Customer Satisfaction  
Program - Windshield Water Leak  
gm\_gmssg\_q01**

04/23/2013 05:48 AM

3 attachments



13054 bulletin.pdf



13054 Inventory VINs.xlsx



GM Style Sheet.css

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Date: 4/23/2013 Ref. number: Service / Field Action / G\_0000163824  
Subject: 13054 - Customer Satisfaction Program - Windshield Water Leak

**GM CUSTOMER CARE AND AFTERSALES  
DCS2949  
URGENT - DISTRIBUTE IMMEDIATELY**

Date: April 23, 2013  
Subject: 13054 - Customer Satisfaction Program  
Windshield Water Leak  
Models: 2012 Buick Verano  
To: All Buick 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 13054 today. The total number of U.S. vehicles involved is approximately 8,700. Please see the attached bulletin for details.

**Customer Letter Mailing**  
The customer letter mailing will begin on April 30, 2013.

**Global Connect (GWM)**  
The "Investigate Vehicle History" (IVH) screen will be updated April 23, 2013. A list of involved vehicles in dealer inventory is attached to this message.

**Campaign Initiation Detail Report (CIDR)**  
The CIDR will be available April 23, 2013.

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

Message Attachment(s):

13054 bulletin.pdf Acrobat PDF (531.7KB)