



**Internal notification for: G\_0000164020 13101 - Customer Satisfaction  
Program - Clunking Noise When Turning  
gm\_gmssg\_q01**

04/30/2013 05:47 AM

3 attachments



13101 bulletin.pdf



13101 Inventory VINs.xlsx



GM Style Sheet.css

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Date: 4/30/2013                      Ref. number: Service / Field Action / G\_0000164020  
Subject: 13101 - Customer Satisfaction Program - Clunking Noise When Turning

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**GM CUSTOMER CARE AND AFTERSALES  
DCS2950  
URGENT - DISTRIBUTE IMMEDIATELY**

Date:            April 30, 2013  
Subject:        13101 - Customer Satisfaction Program  
                  Clunking Noise When Turning  
Models:        2013 Chevrolet Cruze  
To:              All Chevrolet 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 13101 today. The total number of U.S. vehicles involved is approximately 300. Please see the attached bulletin for details.

Customer Letter Mailing  
The customer letter mailing will begin on May 7, 2013.

Global Connect (GWM)  
The "Investigate Vehicle History" (IVH) screen will be updated April 30, 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 30, 2013.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES

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Message Attachment(s):

13101 bulletin.pdf Acrobat PDF (283.4KB)