



**Internal notification for: G\_0000164315 13109 - Customer Satisfaction Program - Driver's Seat Rear Blocking Clips May Be Missing gm\_gmssg\_q01**

04/25/2013 11:33 AM

3 attachments



13109 bulletin.pdf



13109 Inventory VINs.xlsx



GM Style Sheet.css

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Date: 4/25/2013

Ref. number: Service / Field Action / G\_0000164315

Subject: 13109 - Customer Satisfaction Program - Driver's Seat Rear Blocking Clips May Be Missing

**GM CUSTOMER CARE AND AFTERSALES  
DCS2953  
URGENT - DISTRIBUTE IMMEDIATELY**

Date: April 25, 2013

Subject: 13109 - Customer Satisfaction Program  
Driver's Seat Rear Blocking Clips May Be Missing

Models: 2013 Buick Encore Equipped with Driver's 6-Way Power Seat (AG9)  
and without Memory Seat Feature (AAG)

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 13109 today. The total number of U.S. vehicles involved is approximately 4,400. Please see the attached bulletin for details.

The blocking clip kits required for this program are being shipped to involved dealers beginning April 25, 2013. All dealers who have involved vehicles should have the clips no later than Tuesday, April 30, 2013.

**Customer Letter Mailing**

The customer letter mailing will occur by the end of May.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated April 26, 2013. A list of involved vehicles in dealer inventory is attached to this message.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES