

Keith X. Nelson

From: Charlotte Hinojos
Sent: Tuesday, September 23, 2014 7:26 AM
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Subject: 14370 - Special Coverage Adjustment GM Message
Attachments: 14370 Bulletin.pdf

Due to system issue, this dealer message was sent to dealers 9/22 but not to the internal distribution list.

Date: 9/22/2014

Ref. number: Service / Field Action / G_0000200269

Subject: 14370 - Special Coverage - Plugged EGR Cooler

GM CUSTOMER CARE AND AFTERSALES
DCS3350
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 22, 2014

Subject: 14370 – Special Coverage Adjustment
Plugged EGR Cooler

Models: 2010-2011 Chevrolet Express and GMC Savana Equipped with
6.6L Diesel Engine (LGH)

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, Used Vehicle Sales Manager,
and Warranty Administrator

General Motors is releasing Special Coverage Adjustment 14370 today. The total number of U.S. vehicles involved is approximately 5,700. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on September 29, 2014.

Global Connect (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated September 22, 2014.

Campaign Initiation Detail Report (CIDR)

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

 [14370 Bulletin.pdf](#) Acrobat PDF (201.5KB)

14370 bulletin

Contact name: Loren Rusk

E-Mail: loren.rusk@gm.com

Department: Service - Brand Quality

Phone:

Intended roles: General Manager, Parts & Service Director, Parts Manager, Service Advisor, Service Manager, Used Vehicle Sales Manager, Warranty Administrator

Archives: 10/22/2014

Expires: 9/22/2015