
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Tuesday, March 04, 2014 5:32 AM
To:
Subject: Internal notification for: G_0000186348 14043 - Customer Satisfaction Program -
Incorrect Transmission Thrust Bearing
Attachments: 14043 bulletin.pdf

Date: 3/04/2014

Ref. number: Service / Field Action / G_0000186348

Subject: **14043 - Customer Satisfaction Program - Incorrect Transmission Thrust Bearing**

**GM CUSTOMER CARE AND AFTERSALES
DCS3144
URGENT - DISTRIBUTE IMMEDIATELY**

Date: March 4, 2014

Subject: 14043 - Customer Satisfaction Program
Incorrect Transmission Thrust Bearing

Models: 2012 Chevrolet Silverado HD and GMC Sierra HD Equipped
with Allison 6-Speed Automatic Transmission (MW7)

To: All Chevrolet and GMC 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 14043 today. The total number of U.S. vehicles involved is approximately 250. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on March 11, 2014.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated March 4, 2014.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available March 4, 2014.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES