
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Tuesday, February 04, 2014 12:15 PM
To:
Subject: Internal notification for: G_0000184692 Upcoming Safety Recall 13420 & 13421 - Update
Attachments: 13420 Preannounce letter.pdf; 13421 Preannounce letter-VIN.pdf; 13421 Preannounce letter-No VIN.pdf

Date: 2/04/2014

Ref. number: Service / Field Action / G_0000184692

Subject: **Upcoming Safety Recall 13420 & 13421 - Update**

**GM CUSTOMER CARE AND AFTERSALES
DCS3129
URGENT - DISTRIBUTE IMMEDIATELY**

Date: February 4, 2014

Subject: Upcoming Safety Recall 13420 & 13421 - Update
Customer Letter Mailing

Models: 2012-13 Chevrolet Silverado and GMC Sierra Vehicles Equipped with 6.6L Diesel Engine (LML/LGH) and Dual Fuel Tank (N2N), and Various Serviced Vehicles

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

On December 11, 2013, Chevrolet and GMC dealers were advised via GM GlobalConnect of upcoming safety recall 13420. This product field action involved certain 2012-2013 model year Chevrolet Silverado and GMC Sierra Chassis Cab vehicles equipped with 6.6L diesel engine (LML/LGH) and dual fuel tanks (N2N).

Note: Service Parts Safety Recall 13421, will address vehicles that may have had a suspect fuel transfer pump installed during a service visit, and over-the-counter sales.




As required by the National Highway Traffic Safety Agency (NHTSA), GM will begin notifying involved customers of their involvement as shown below. The customer letter will advise customers that parts are not currently available and that they will receive another letter when parts become available. A copy of the letters are attached to this message.

- Service Parts Safety Recall 13421 – letters will begin mailing February 5, 2014
- Safety Recall 13420 – letters will begin mailing February 7, 2014

The Investigate Vehicle History screen in the Global Warranty Management system will not be updated until the recall bulletin is released. If you have questions, please send them to the E-Mail address below.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

-  [13420 Preannounce letter.pdf](#) Acrobat PDF (35.26KB)
13420 preannounce letter
-  [13421 Preannounce letter-VIN.pdf](#) Acrobat PDF (35.87KB)
13421 preannounce letter - VIN
-  [13421 Preannounce letter-No VIN.pdf](#) Acrobat PDF (100.1KB)
13421 preannounce - no VIN

Contact name:	E-Mail:
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: 3/04/2014	Expires: 2/04/2015