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**From:** gm\_gmssg\_q01 <nobody@gm.com>  
**Sent:** Thursday, February 13, 2014 5:39 AM  
**To:**  
**Subject:** Internal notification for: G\_0000185371 14036 - Customer Satisfaction Program - Incorrect Safety Lock Switch  
**Attachments:** 14036 bulletin.pdf; 14036 Inventory VINs.xlsx

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Date: 2/13/2014 Ref. number: Service / Field Action / G\_0000185371  
Subject: **14036 - Customer Satisfaction Program - Incorrect Safety Lock Switch**

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**GM CUSTOMER CARE AND AFTERSALES  
DCS3136  
URGENT - DISTRIBUTE IMMEDIATELY**

**Date:** February 13, 2014

**Subject:** 14036 - Customer Satisfaction Program  
Incorrect Safety Lock Switch

**Models:** 2014 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 14036 today. The total number of U.S. vehicles involved is approximately 1,800. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on February 27, 2014.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated February 13, 2014. A list of involved vehicles in dealer inventory is attached to this message.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available February 20, 2014.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES