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From: gm_gmssg_q01 <nobody@gm.com>
Sent: Friday, May 09, 2014 6:34 AM
To:
Subject: Internal notification for: G_0000191522 14096 - Emission Recall - Oxygen Sensor Fracture
Attachments: 14096 bulletin.pdf; 14096 Inventory VINs.xlsx

Date: 5/09/2014

Ref. number: Service / Field Action / G_0000191522

Subject: 14096 - Emission Recall - Oxygen Sensor Fracture

GM CUSTOMER CARE AND AFTERSALES
DCS3213
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 9, 2014

Subject: 14096 - Emission Recall
Oxygen Sensor Fracture

Models: 2011-13 Chevrolet Express and GMC Savana Cutaway Vans
Equipped with Gasoline Engine

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 Emission Recall 14096 today. The total number of U.S. vehicles involved is approximately 48,000. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on May 21, 2014.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated May 9, 2014. A list of involved vehicle dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available May 13, 2014.

END OF MESSAGE