
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Wednesday, April 09, 2014 3:58 PM
To: [REDACTED]
Subject: Internal notification for: G_0000189563 13434 - Customer Satisfaction Program - Air Conditioning System Inoperative or Cools Intermittently
Attachments: 13434 bulletin.pdf; 13434 Inventory VINs.xlsx

Date: 4/09/2014 Ref. number: Service / Field Action / G_0000189563
Subject: **13434 - Customer Satisfaction Program - Air Conditioning System Inoperative or Cools Intermittently**

**GM CUSTOMER CARE AND AFTERSALES
DCS3179
URGENT - DISTRIBUTE IMMEDIATELY**

Date: April 9, 2014

Subject: 13434 - Customer Satisfaction Program
Air Conditioning System Inoperative or Cools Intermittently

Models: 2013-14 Chevrolet Spark

To: All Chevrolet 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 13434 today. The total number of U.S. vehicles involved is approximately 56,000. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on April 23, 2014.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated April 10, 2014. A list of involved vehicle dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available April 14, 2014.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES