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**From:** gm\_gmssg\_q01 <nobody@gm.com>  
**Sent:** Thursday, May 08, 2014 1:42 PM  
**To:**  
**Subject:** Internal notification for: G\_0000191495 14047 - Customer Satisfaction Program - Tail Lamp Gasket Seal  
**Attachments:** 14047 bulletin.pdf; 14047 Inventory VINs.xlsx

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Date: 5/08/2014 Ref. number: Service / Field Action / G\_0000191495  
Subject: **14047 - Customer Satisfaction Program - Tail Lamp Gasket Seal**

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GM CUSTOMER CARE AND AFTERSALES  
DCS3207  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 8, 2014

Subject: 14047 - Customer Satisfaction Program  
Tail Lamp Gasket Seal

Models: 2014 Chevrolet Impala

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 releasing Customer Satisfaction Program 14047 today. The total number of U.S. vehicles involved is approximately 2,400. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on May 22, 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 15, 2014.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES