



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Incorrect Rear Axle Installed

MODELS: 2014 Chevrolet Express
2014 GMC Savana

Vehicles involved in this program were placed on stop delivery November 6, 2013. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

CONDITION

Certain 2014 model year Chevrolet Express and GMC Savana vehicles were built with a 3.73 rear axle ratio instead of a 3.42 ratio. With the incorrect rear axle, the speedometer and odometer will indicate 9% above the true value and the transmission shift points will be set for a 3.42 ratio.

CORRECTION

Dealers are to install a new rear axle with a 3.42 ratio. GM will extend the vehicle mileage warranty as appropriate for accrued mileage on sold vehicles.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to dealers through the GM GlobalConnect Recall Report. Dealers will not have a report available if they have no involved vehicles currently assigned.

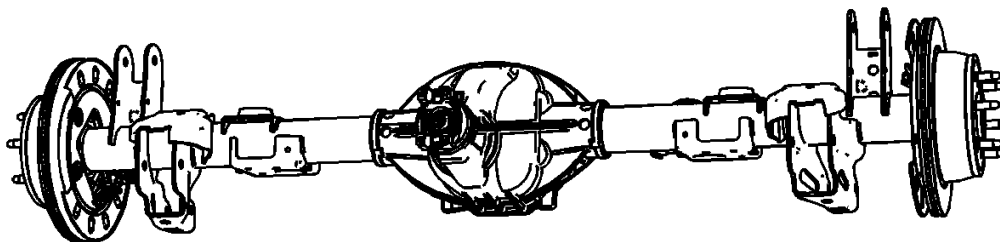
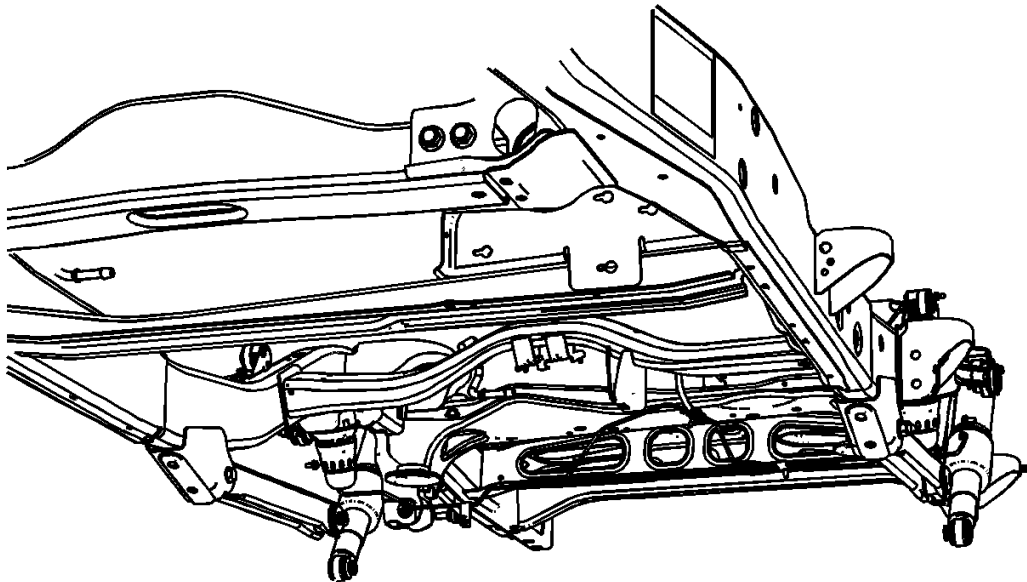
The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Orders should be placed on a DRO = Daily Replenishment Order only.

Part Number	Description	Quantity/Vehicle
23451084	AXLE, RR	1

SERVICE PROCEDURE



1965187

1. Remove the rear axle from the vehicle. Refer to *Rear Axle Replacement* (8.6, 9.5 Inch Axles) in SI.

Note: The rear axle assembly is shipped with rear axle fluid. Do NOT fill the rear axle with fluid.

2. Install a NEW rear axle. Refer to *Rear Axle Replacement* (8.6, 9.5 Inch Axles) in SI.

FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this program. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the program parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the program labor operation provided.

COURTESY TRANSPORTATION

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9100258	Replace Rear Axle – For Vehicles in Inventory	3.4
9100271	Replace Rear Axle – For Customer Vehicle	3.4
9100276	Floor Plan Reimbursement	*

* The amount identified in “Net Item” should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (November 6, 2013) to the date the repair is completed and the vehicle is ready for sale (not to exceed 24 days):

Vehicle	Reimbursement Amount
Chevrolet Express	\$4.07
GMC Savana	\$4.23

CUSTOMER NOTIFICATION

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



December 2013

Dear General Motors Customer:

We have learned that your 2014 model year Chevrolet Express or GMC Savana was built with a 3.73 rear axle ratio instead of a 3.42 ratio. With the incorrect rear axle, the speedometer and odometer will indicate 9% above the true value and the transmission shift points will be set for a 3.42 ratio.

Your satisfaction with your van is very important to us, so we are announcing a program to correct this condition.

What We Will Do: Your GM dealer will install a new rear axle with a 3.42 ratio. This service will be performed for you at **no charge**. In addition, the mileage warranty expiration for your vehicle will be extended as appropriate for the accrued mileage.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

Courtesy Transportation: If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on Courtesy Transportation.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services

GM CUSTOMER CARE AND AFTERSALES
DCS3099
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 21, 2013

Subject: 13397 - Customer Satisfaction Program
Incorrect Rear Axle Installed

Models: 2014 Chevrolet Express and GMC Savana

To: All Chevrolet and GMC 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 13397 today. The total number of U.S. vehicles involved is 34. Please see the attached bulletin for details.

Vehicles involved in this program were placed on stop delivery November 6, 2013. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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Customer Letter Mailing

The customer letter mailing will begin in mid-December.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated November 23, 2013. A list of involved vehicles is attached to this message. Please hold all claims until the VIN appears in IVH.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available mid-December.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES