

April 2016

<CustomerName>
<CustomerAddress>

This notice applies to your vehicle, **VIN: <VIN>**.

Dear <CustomerName>:

As the owner of a <Year> model year <VINDivisionName> <Vehicle_Name>, your satisfaction with our product is very important to us.

We are contacting you to make you aware that General Motors has received reports of damaged rear-wheel lug nuts and studs on dual rear-wheel <VINDivisionName> <Vehicle_Name> caused by the removal and attachment of the rear wheels for transportation. If this condition affects your vehicle, you likely already noticed and addressed it during your normal maintenance and torque checks. Damaged lug nuts and studs could result in a loose or detached wheel.

To be sure that your vehicle does not have this condition, please inspect the rear-wheel lug nuts and studs for damage and replace them if necessary. Please continue inspections as part of your normal maintenance. You can order replacement dual rear-wheel lug nuts and/or studs at your local <VINDivisionName> dealer.

If you have any questions or concerns, please contact the <VINDivisionName> Customer Assistance Center at <DivCACPhone>.

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 <VINDivisionName> <Vehicle_Name> provides you with many miles of enjoyable driving.

<Inch_closing>

Dual Rear Wheel Attachment Nut/Stud Damage - Customer Advisory Letter

Updated Date: Apr 19, 2016 14:35 ET

GM CUSTOMER CARE AND AFTERSALES

DCS4003

URGENT - DISTRIBUTE IMMEDIATELY

Date: April 19, 2016

Subject: Dual Rear Wheel Attachment Nut/Stud Damage
Customer Advisory Letter

Models: 2013-2015 Chevrolet Express
2013-2015 GMC Savana
Cutaway Dually

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New or Used Vehicle Sales Manager, and Warranty Administrator

This communication is to inform you that a customer mailing will take place on April 20, 2016. The letter informs the customers that they may have damaged rear-wheel lug nuts and studs on their dual rear wheel cutaway van caused by the removal and attachment of the rear wheels for transportation.

Customers are instructed to inspect the rear-wheel lug nuts and studs for damage, and replace them if necessary. Customers are also instructed to continue inspections as part of the normal vehicle maintenance and torque checks, and to order replacement dual rear-wheel lug nuts and/or studs at their local GM dealer.

A copy of the letter is attached to this message.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES

 [202089 Letter.pdf](#)

About this Article

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