

---

**From:** gm\_gmssg\_q01 <nobody@gm.com>  
**Sent:** Friday, October 18, 2013 9:51 AM  
**To:**  
**Subject:** Internal notification for: G\_0000177384 13324 - Customer Satisfaction Program -  
Incorrect Speedometer Reading  
**Attachments:** 13324 bulletin.pdf; 13324 Involved VINs.xlsx

---

Date: 10/18/2013 Ref. number: Service / Field Action / G\_0000177384  
Subject: **13324 - Customer Satisfaction Program - Incorrect Speedometer Reading**

---

GM CUSTOMER CARE AND AFTERSALES  
DCS3072  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 18, 2013

Subject: 13324 - Customer Satisfaction Program  
Incorrect Speedometer Reading

Models: 2014 Chevrolet Impala Limited Fleet Vehicles

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 announcing Customer Satisfaction Program 13324 today. The total number of U.S. vehicles involved is 27. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin mid-November.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated October 22, 2013. A list of involved vehicles is attached to this message. Please hold all warranty transactions until the VINs appear in IVH.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available mid-November.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES