

G-150069

GM CUSTOMER CARE AND AFTERSALES
DCS2843
URGENT - DISTRIBUTE IMMEDIATELY

THIS MESSAGE IS BEING RESENT TO INCLUDE A REVISED VIN LIST OF INVOLVED VEHICLES.

**PLEASE DISCARD THE PREVIOUS LIST SENT TO DEALERS 10/31/12.
IVH WILL BE UPDATED WITH INVOLVED VINS ON 11/3/12.**

Date: November 1, 2012

Subject: 12270 – Service Update Bulletin – Inventory Vehicles Only – **RESENT WITH REVISED VIN LIST**
Engine Crankshaft Noise – Drive Audit

Models: 2013 Cadillac ATS and Chevrolet Malibu Equipped with 2.5L Engine (LCV)

To: All Cadillac and Chevrolet Dealers

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

General Motors announced Service Update Bulletin 12270 on October 31, 2012. The total number of U.S. vehicles involved is approximately 3,600. Please see the attached bulletin for details.

All 2013 model year Cadillac ATS and Chevrolet Malibu vehicles, equipped with a 2.5L engine, that are in dealer inventory and listed in the attached file must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the inspection contained in the Service Update Bulletin has been performed on the vehicle.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen will be updated November 3, 2012. A list of involved vehicles is attached to this message.

Service Update Bulletin (SUB) Information Link

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE
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