



**Internal notification for: G_0000166292 13091 - Special Coverage Adjustment
- Water Pump Shaft Seal Leaks
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05/21/2013 10:48 AM

2 attachments



13091 Bulletin.pdf



GM Style Sheet.css

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Date: 5/21/2013

Ref. number: Service / Field Action / G_0000166292

Subject: 13091 - Special Coverage Adjustment - Water Pump Shaft Seal Leaks

**GM CUSTOMER CARE AND AFTERSALES
DCS2967
URGENT - DISTRIBUTE IMMEDIATELY**

Date:	May 21, 2013
Subject:	13091 - Special Coverage Adjustment Water Pump Shaft Seal Leaks
Models:	2008-2010 Buick Enclave 2009-2010 Chevrolet Traverse 2007-2010 GMC Acadia 2007-2010 Saturn Outlook Equipped with HFV6 Engine (LY7, LLT)
To:	All GM Dealers
Attention:	General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, Used Vehicle Sales Manager, and Warranty Administrator

General Motors is announcing Special Coverage Adjustment 13091 today. The total number of U.S. vehicles involved is 713,254. Please see the attached bulletin for details.

Due to a limited supply of replacement water pumps, this special coverage adjustment is being released in phases. Customer notification letters for the involved 2007 model year vehicles will be mailed on May 28, 2013. Notification letters for the involved 2008-2010 model year vehicles will be mailed when a sufficient quantity of water pumps is available.

However, in the interest of customer satisfaction, all of the involved vehicles have been updated in the Global Warranty Management system and can be identified by Vehicle Identification Number on the Investigate Vehicle History screen. This means any involved 2008-2010 model year vehicle that experiences a water pump failure prior to the owner receiving a notification letter may be immediately repaired and a warranty transaction submitted.