

GM CUSTOMER CARE & AFTERSALES

URGENT - DISTRIBUTE IMMEDIATELY

DATE	January 27, 2014
SUBJECT	Wheel Locks (RPO SFE) – PN 19259109
MODELS	Impala
TO	Chevrolet Dealers
ATTN	Service Manager, Parts Manager, Warranty Administrators, Sales Manager

Wheel Locks (RPO SFE) – PN 19259109

It has been determined that Impala Wheel Locks – PN 19259109 (RPO SFE) is not compatible with Steel Wheels (RPO RT3). The restriction has been added to the wheel locks to prevent this situation in the future on this PN. It has been requested that engineering complete a read-across of this issue across all vehicle lines.

Orders have been cancelled for these vehicle combinations. Vehicle Invoice updates have been requested and will be reprinted for dealerships.

If you have a vehicle where the vehicle invoice has not been updated: please confirm invoice is up to date with your sales manager. If the invoice has not been updated, contact your ADI with the VIN. We will look at the individual VIN and verify if the update was done and then complete the steps to correct the invoice.

If a vehicle was sold prior to the vehicle invoice being updated, instruct the dealership to have their Sales Manager contact their District Sales Manager for a Sales Policy Adjustment for the customer.

Thank you for your cooperation.

END OF MESSAGE
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