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**From:** gm\_gmssg\_q01 <nobody@gm.com>  
**Sent:** Friday, May 16, 2014 11:05 AM  
**To:**  
**Subject:** Internal notification for: G\_0000192087 13421 - Service Parts Safety Recall - Fuel Transfer Pump Recall  
**Attachments:** 13421 bulletin.pdf; 13421 over the counter sales.xlsx; 13421 Flyer.pdf

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Date: 5/16/2014 Ref. number: Service / Field Action / G\_0000192087  
Subject: 13421 - Service Parts Safety Recall - Fuel Transfer Pump Recall

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GM CUSTOMER CARE AND AFTERSALES  
DCS3233  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 16, 2014

Subject: 13421 – Service Parts Safety Recall  
Fuel Transfer Pump Recall

Models: Various Serviced Vehicles Equipped with 6.6L Diesel Engine (LML/LGH)  
and Dual Fuel Tanks (N2N)

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 releasing Service Parts Safety Recall 13421 today. Please see the attached bulletin for details.

Various serviced models may have had a suspect part installed during a service visit. A search of General Motors sales records has identified the following 3 categories of sales:

1. **Sales records that contain a VIN.** These identified VINs will be on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management (GWM) system. GM will contact these customers.
2. **Sales records that contain a customer address but no VIN.** GM will contact these customers. The VIN will not appear in IVH.
3. **Sales records that do not contain a VIN or customer address.** Attached to this message is a list that identifies the involved dealers and provides an invoice number. Dealers are to search their part sales records to determine the name and address of the purchaser. If the purchaser is the owner

of the vehicle, dealers are to send the owner a copy of the letter found at the back of bulletin 13421, requesting that their vehicle be brought in for repair. If the purchaser is a body shop, independent repair shop, etc., dealers are to contact the repair facility and obtain the owner's name and address and send the owner a copy of the letter. The VIN will not appear in IVH.

Attached to this message is also a recall flyer to post in the appropriate places within the dealership.

**Customer Letter Mailing**

The customer letter mailing for those identified customers in Item 1 and 2 above will begin on May 28, 2014.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated with identified VINs in Item 1 above May 2014.




**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available May 20, 2014.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES

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Message Attachment(s):

-  13421\_bulletin.pdf Acrobat PDF (283.5KB)  
13421 bulletin
-  13421\_over\_the\_counter\_sales.xlsx MS Excel Workbook 2007 (19.64KB)  
13421 Sales Report
-  13421\_Flyer.pdf Acrobat PDF (17.60KB)  
13421 Recall Flyer

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Contact name:	E-Mail:
Department: Service - Brand Quality	Phone:
Intended roles: General Manager, Parts & Service Director, Parts Manager, Service Advisor, Used Vehicle Sales Manager, Warranty Administrator	
Archives: 6/16/2014	Expires: 5/16/2015