

GM CUSTOMER CARE AND AFTERSALES  
DCS3614  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 13, 2015

Subject: 12162 - Noncompliance Recall  
Shift Lever Position Status Displayed Intermittently

Models: 2013 Chevrolet Malibu  
Equipped with Base-level Instrument Panel Cluster (RPO UDC)

To: All Chevrolet Dealers

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

General Motors is releasing Noncompliance Recall 12162 today. The total number of U.S. vehicles involved is approximately 3,690. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on April 20, 2015.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated April 14, 2015. A list of involved vehicles in dealer inventory is attached to this message.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available April 13, 2015.

END OF MESSAGE  
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