

GM CUSTOMER CARE AND AFTERSALES
DCS3820
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 23, 2015

Subject: 15789 – Service Parts Safety Recall
Windshield Wiper Motor Failure

Models: Various Serviced Vehicles and Over-The-Counter Part Sales

To: All Buick, Chevrolet, and GMC 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 Service Parts Safety Recall 15789. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Warranty Management (GWM)

The Investigate Vehicle History screen in the GWM system will be updated on October 24, 2015.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

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