



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Enhanced 120 Volt Charge Cord

MODELS: 2011-2012 Chevrolet Volt

This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 11188, issued March 2012.

CONDITION

General Motors has developed a new enhanced 120 volt charge cord for **certain** 2011-2012 model year Chevrolet Volt vehicles and is making it available to customers. The optional 240 volt home charging unit is not affected.

CORRECTION

Dealers are to exchange the 120 volt charge cord with a new enhanced 120 volt charge cord. Customers will be advised to provide the dealer with their original 120 volt charge cord to complete the exchange. If a customer purchased any additional 120 volt charge cords, they are also eligible for exchange and should be returned, as well.

VEHICLES INVOLVED

Involved are **certain** 2011-2012 model year Chevrolet Volt vehicles.

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Required Field Actions section in the Global Warranty Management system. Not all vehicles may be involved.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to dealers through the GM GlobalConnect Recall Reports.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several

states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Note: Due to initial limited part availability, DO NOT order parts until a service appointment is made.

Note: All exchanged charge cords are to be returned to the Warranty Parts Center (WPC). Hold cords until the WPC request is received

Part Number	Description	Quantity/ Vehicle
22914085	CABLE, DRV MOT BAT CHARGER (Charge Cord)	1*

* If a customer has purchased any additional charge cords, additional cords may be required.

SERVICE PROCEDURE

Note: All exchanged charge cords are to be returned to the Warranty Parts Center (WPC).

1. Obtain the customer's 120 volt charge cord(s).
2. Provide the customer with the new 120 volt charge cord(s).
3. Cut off the vehicle end of the old charge cord(s) so it is no longer usable.
4. Return both halves of the cord(s) to the WPC when the request is received.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time
V2543	Exchange Charge Cord(s)	0.2
T5861*	Exchange Additional Charge Cords Purchased by Customer (Cord Not Available at Time of Original Exchange)*	0.2

* Some customers may have purchased additional charge cords to store at a vacation home, etc. These cords may not be available at the time of the original exchange. If a customer provides an additional cord at a later date, use this labor code to submit for that exchange. Submit the transaction as a ZFAT and route it for wholesale authorization.

CUSTOMER NOTIFICATION

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles. Part availability for this program is limited, but improving. Part kits are available for dealers to address inventory units that have been sold. Dealers are strongly encouraged to address vehicles prior to delivery to the customer. However, if this is not possible, dealers are to make arrangements with the customer to return for completion of the Customer Satisfaction Program at a later date, convenient to the customer.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



April 2012

Dear Volt Customer:

Your satisfaction with your 2011 or 2012 model year Chevrolet Volt is very important to us. Therefore, we are contacting you with a Customer Satisfaction Program intended to improve your ownership experience

GM has developed an enhanced 120 volt charge cord that is intended to provide a more consistent and reliable charging experience. We ask you to bring in your original cord so we can exchange it for the new one. (The optional 240 volt home charging unit is not affected.)

What You Should Do: We recommend that you contact your Chevrolet dealer as soon as possible to schedule an appointment for this charge cord exchange. By scheduling an appointment, your dealer can ensure that the new enhanced charge cord will be available. If you have purchased additional 120 volt charge cords, please inform your dealer so that additional replacements will also be available. Please bring your 120 volt charge cord(s) with you to the dealership for the exchange.

If you have any questions that your dealer is unable to answer, please contact your Volt advisor. The contact information is 877-4-VOLT-INFO (877-486-5846) or Voltda101@gmexpert.com.

We sincerely regret any inconvenience or concern that this situation may cause. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Volt provides you with many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services

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