

Internal notification for: G_0000151078 12189 - Customer Satisfaction Program - Long Brake Pedal Travel and/or Reduced Brake Performance gm_gmssg_q01 t 11/15/2012 05:35 AM

3 attachments







12189 bulletin.pdf 12189 Owner Manual Supplement.pdf GM Style Sheet.css

Your email client does not support HTML messages

Date: 11/15/2012

Ref. number: Service / Field Action / G 0000151078

Subject 12189 - Customer Satisfaction Program - Long Brake Pedal Travel and/or Reduced Brake

: Performance

GM CUSTOMER CARE AND AFTERSALES
DCS2851
URGENT - DISTRIBUTE IMMEDIATELY

Date:

November 15, 2012

Subject:

12189 - Customer Satisfaction Program

Long Brake Pedal Travel and/or Reduced Brake Performance

Models:

2007 Chevrolet Optra, 2009 Pontiac G3 and Wave, 2009-10

Chevrolet Aveo

To:

All Buick, Cadillac, Chevrolet, and GMC Dealers

Attention:

General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, Used Vehicle Sales Manager,

and Warranty Administrator

General Motors is announcing Customer Satisfaction Program 12189 today. The total number of U.S. vehicles involved is approximately 5,800. Please see the attached bulletin for details.

The service procedure includes instructions to provide the customer with a copy of an Owner Manual Supplement. A copy of the supplement is included in the bulletin and also as an attachment to this message.

Customer Letter Mailing

The customer letter mailing will begin on November 21, 2012.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated November 15, 2012.

Campaign Initiation Detail Report (CIDR)
The CIDR will be available November 15, 2012.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES