



Internal notification for: G_0000147412 12138 - Customer Satisfaction Program - Transmission Dipstick Tube Fracture
gm_gmssg_q01 t

10/25/2012 05:36 AM

2 attachments



12138 bulletin.pdf



GM Style Sheet.css

Your email client does not support HTML messages

Date: 10/25/2012 Ref. number: Service / Field Action / G_0000147412
Subject: 12138 - Customer Satisfaction Program - Transmission Dipstick Tube Fracture

GM CUSTOMER CARE AND AFTERSALES
DCS2825
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 25, 2012
Subject: 12138 - Customer Satisfaction Program
 Transmission Dipstick Tube Fracture
Models: 2010-2011 Cadillac Escalade, Escalade ESV, Escalade EXT;
 Chevrolet Avalanche, Silverado, Suburban, Tahoe; GMC
 Sierra, Yukon, Yukon XL Equipped with Active Fuel Management
To: All 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 12138 today. The total number of U.S. vehicles involved is approximately 900,000. Please see the attached bulletin for details.

Customer Letter Mailing
The customer letter mailing will begin on November 1, 2012.

Global Connect (GWM)
The "Investigate Vehicle History" (IVH) screen will be updated October 25, 2012.

Campaign Initiation Detail Report (CIDR)
The CIDR will be available October 25, 2012.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):