



Internal notification for: G_0000148987 12241 - Customer Satisfaction Program - Delayed Rate and Departure Time Charge Mode Software Anomaly

gm_gmssg_q01 to:

10/19/2012 02:35 PM

3 attachments



12241 bulletin.pdf



12241 Inventory VINs.xls



GM Style Sheet.css

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Date: 10/19/2012

Ref. number: Service / Field Action / G_0000148987

Subject: 12241 - Customer Satisfaction Program - Delayed Rate and Departure Time Charge Mode
t: Software Anomaly

GM CUSTOMER CARE AND AFTERSALES
DCS2832
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 19, 2012
Subject: 12241 - Customer Satisfaction Program
Delayed Rate and Departure Time Charge Mode Software Anomaly
Models: 2013 Chevrolet Volt
To: All Chevrolet Dealers
Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

General Motors is announcing Customer Satisfaction Program 12241 today. The total number of U.S. vehicles involved is approximately 7,800. Please see the attached bulletin for details.

Customer Letter Mailing
The customer letter mailing will begin on October 26, 2012.

Global Connect (GWM)
The "Investigate Vehicle History" (IVH) screen will be updated October 20, 2012. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)
The CIDR will be available October 24, 2012.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):