Internal notification for: G_0000159588 12293 - Customer Satisfaction Program - CUE System Update

gm_gmssg_q01 02/22/2013 06:25 AM

4 attachments

12293 bulletin.pdf 12293 Involved VINs.xlsx 12293 Preset Form.pdf GM Style Sheet.css

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Date: 02/22/2013 Ref. number: Service / Field Action / G_0000159588

Subject: 12293 - Customer Satisfaction Program - CUE System Update

GM CUSTOMER CARE AND AFTERSALES
DCS2921
URGENT - DISTRIBUTE IMMEDIATELY

Date:	February 22, 2013
Subject:	12293 - Customer Satisfaction Program CUE System Update
Models:	2013 Cadillac ATS, SRX, XTS
To:	All Cadillac 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 12293 today. The total number of U.S. vehicles involved is approximately 78,000. Please see the attached bulletin for details.

The service procedure requires the completion of a Preset Form for sold vehicles. A copy of the form is contained in the bulletin; however, for your convenience, a copy of the form is attached to this message for photocopying, if desired.

Customer Letter Mailing
The customer letter mailing will begin on March 8, 2013.

Global Connect (GWM)
The "Investigate Vehicle History" (IVH) screen will be updated February 22, 2013. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)
The CIDR will be available in the future.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES