



Internal notification for: G_0000172082 12312A - Customer Satisfaction
Program - Oil Life Monitor Update - Revised
gm_gmssg_q01

08/02/2013 05:37 AM

2 attachments



12312A bulletin.pdf



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Date: 8/02/2013

Ref. number: Service / Field Action / G_0000172082

Subject: 12312A - Customer Satisfaction Program - Oil Life Monitor Update - Revised

GM CUSTOMER CARE AND AFTERSALES
DCS3024
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 2, 2013

Subject: 12312A - Customer Satisfaction Program
Oil Life Monitor Update
Population Added and Expiration Date Extended

Models: 2010-11 Buick LaCrosse; 2010-12 Chevrolet Equinox, GMC Terrain;
2011-12 Buick Regal Equipped with 2.4L Engine (LAF/LEA/LUK)

To: All Buick, Chevrolet, and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, Used Vehicle Sales Manager,
and Warranty Administrator

Bulletin 12312A has been revised to add engine RPO LUK to the population. The expiration date has also been extended. Please discard all copies of bulletin 12312.

Customer Letter Mailing

The customer letter mailing will begin mid to late August 2013.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated August 3, 2013.

Campaign Initiation Detail Report (CIDR)

The CIDR with the additional VINs will be available mid to late August, 2013.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):



12312A bulletin.pdf Acrobat PDF (151.3KB)