



Internal notification for: G_0000166823 13167 - Customer Satisfaction Program - Missing Floor Mats
gm_gmssg_q01

05/29/2013 02:15 PM

3 attachments



13167 bulletin.pdf



13167 Inventory VINs.xlsx



GM Style Sheet.css

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Date: 5/29/2013 Ref. number: Service / Field Action / G_0000166823
Subject: 13167 - Customer Satisfaction Program - Missing Floor Mats

GM CUSTOMER CARE AND AFTERSALES
DCS2974
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 29, 2013

Subject: 13167 - Customer Satisfaction Program
Missing Floor Mats

Models: 2014 Chevrolet Silverado and GMC Sierra Equipped with
Rubber Floor Mats (B32)

To: All Chevrolet and GMC 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 13167 today. The total number of U.S. vehicles involved is approximately 5,300. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin when base rubber floor mats are available.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated May 31, 2013. A list of involved vehicles in dealer inventory is attached to this message. As additional involved vehicles are shipped to dealers, they will be loaded into IVH.

Campaign Initiation Detail Report (CIDR)

There are no sold vehicles at this time and so there will be no CIDR.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES
