
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Friday, February 07, 2014 6:49 AM
To:
Subject: Internal notification for: G_0000184921 14011 - Customer Satisfactio Program - Forward Collision and Rear Cross Traffic Audible Warning Inoperative
Attachments: 14011 bulletin.pdf; 14011 Inventory VINs.xlsx

Date: 2/07/2014 Ref. number: Service / Field Action / G_0000184921
Subject: **14011 - Customer Satisfactio Program - Forward Collision and Rear Cross Traffic Audible Warning Inoperative**

**GM CUSTOMER CARE AND AFTERSALES
DCS3131
URGENT - DISTRIBUTE IMMEDIATELY**

Date: February 7, 2014

Subject: 14011 - Customer Satisfaction Program
Forward Collision and Rear Cross Traffic Audible Warning Inoperative

Models: 2014 Buick LaCrosse Equipped with Base Audio (U65) and Forward Collision Alert System (UEU) and/or Rear Cross Traffic Alert System (UFG)

To: All Buick 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 14011 today. The total number of U.S. vehicles involved is approximately 1,800. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on February 18, 2014.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated February 7, 2014. A list of involved ve in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available February 11, 2014.

END OF MESSAGE