

From:
Sent: Monday, March 24, 2014 2:52 PM
To:
Subject: Global Connect message G_0000188249
Attachments: Accessory Splash Guards.htm



Date: 3/24/2014
Subject: **Accessory Splash Guards**

Ref. number: Service / Service Operations / G_0000188249

GM CUSTOMER CARE & AFTERSALES
URGENT - DISTRIBUTE IMMEDIATELY

DATE	March 24, 2014
SUBJECT	Accessory Splash Guards
MODELS	2015 Chevrolet Tahoe / Suburban 2015 GMC Yukon, Yukon XL, Yukon Denali 2015 Cadillac Escalade, Escalade ESV
TO	All Chevrolet Dealers All GMC Dealers All Cadillac Dealers
ATTN	Parts Manager, Parts Counter Person, Service Manager, Sales Manager, Warranty Administrator

After further review of the accessory splash guards released for the all new full-size SUV's, we have determined the splash guards do not meet our product standards for fit around the assist step.

We are taking the following actions to improve our front splash guards:

- Stop sale of the current front splash guards
- Redesign for improved fit
- LPO Orders:
 - Vehicles in build status below 3800 will have LPO stripped
 - Vehicles in build status above 3800 will be re-invoiced to remove splash guards from vehicle invoice
 - Vehicles that may already have been delivered:
 - If the customer has not complained - no further action required
 - If customer does not like fit: (Complete Option 1 **OR** Option 2)

1. Customer can keep existing splash guards until replacement is available. When replacement parts are available, another communication will be issued. Timing TBD.
2. Remove splash guards from vehicle. When removing the front splash guard, you will need to replace the appropriate Stone Inhibitor Protector (see EPC for appropriate PNs), charge labor and parts to Labor Op 0522170 Mud Flap Guard Replacement. In addition, reimburse customer for invoiced amount. To reimburse customer, you will need to contact your District Sales Manager to obtain a sales policy adjustment (MSRP \$100 total for front & rear).

We apologize for any inconvenience this has caused.

Thank you for your cooperation.

END OF MESSAGE
GM CUSTOMER CARE & AFTERSALES

Contact name: E-Mail:
Department: Service - Brand Quality Phone:
Intended roles: Parts Counter Person, Parts Manager, Sales Management, Service Advisor, Service Manager, Service Technician, Warranty Administrator
Archives: 7/24/2014 Expires: 3/24/2015