

From: Beverly Ogans
Sent: Wednesday, February 26, 2014 2:12 PM
To:
Subject: FW: Internal notification for: G_0000186345 No Crank or No Start in Cold Ambient Temperatures

From: gm_gmmsg_q01 [mailto:nobody@gm.com]
Sent: Wednesday, February 26, 2014 2:09 PM
To: Beverly Ogans
Subject: Internal notification for: G_0000186345 No Crank or No Start in Cold Ambient Temperatures



Date: 2/26/2014 Ref. number: Service / Service Operations / G_0000186345
Subject: **No Crank or No Start in Cold Ambient Temperatures**

GM CUSTOMER CARE & AFTERSALES
URGENT - DISTRIBUTE IMMEDIATELY

DATE	02/24/14
SUBJECT	No Crank or No Start In Cold Ambient Temperatures
MODELS	2014 Chevrolet Silverado, & GMC Sierra 2015 Chevrolet Suburban, & Tahoe and GMC Yukon, & Yukon XL
TO	Chevrolet and GMC Dealerships
ATTN	Service Manager, Service Advisor

General Motors is currently trying to gather additional information concerning reports of click no crank or cranks but will not start. With the imminent cold weather forecasted in the northern states, there may be an opportunity to obtain more information. If a vehicle is presented at your dealership with the above condition, please reference PIE0283 in SI.

Note: Proceed with this PIE ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH).

Thank You
END OF MESSAGE
GM CUSTOMER CARE & AFTERSALES

Contact name E-Mail:
Department: Service - Brand Quality Phone: -
Intended roles: Service Advisor, Service Manager
Archives: 3/12/2014 Expires: 2/26/2015

From: gm_gmssg_q01 <nobody@gm.com>
Sent: Tuesday, February 25, 2014 3:02 PM
To:
Subject: Internal notification for: G_0000186250 12286A - Service Update - Inventory Vehicles Only - Revised
Attachments: 12286A bulletin.pdf

Date: 2/25/2014 Ref. number: Service / Field Action / G_0000186250
Subject: 12286A - Service Update - Inventory Vehicles Only - Revised

**GM CUSTOMER CARE AND AFTERSALES
DCS3141
URGENT - DISTRIBUTE IMMEDIATELY**

Date: February 25, 2014

Subject: 12286A – Service Update – Inventory Vehicles Only
Rear Side Door Reveal Molding Contact
Expiration Date Extended

Models: 2012-13 Cadillac Escalade ESV and Escalade EXT


To: All Cadillac Dealers

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

The expiration date for Service Update 12286A has been extended to February 28, 2015. Please discard all copies of bulletin 12286.

**END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES**

Message Attachment(s):

 12286A bulletin.pdf Acrobat PDF (950.7KB)
12286A bulletin

Contact name:	E-Mail:
Department: Service - Brand Quality	Phone:
Intended roles: General Manager, New Vehicle Sales Manager, Parts & Service Director, Parts Manager, Service Advisor, Service Manager, Warranty Administrator	
Archives: 3/25/2014	Expires: 2/25/2015