

From:
Sent: Wednesday, March 19, 2014 11:16 AM
To:
Subject: FW: Internal notification for: G_0000187949 Diagnosing and Repairing the Operation of the Power Lift Gate
Attachments: Diagnosing and Repairing the Operation of the Power Lift Gate.htm

From: gm_gmssg_q01 [mailto:nobody@gm.com]
Sent: Wednesday, March 19, 2014 10:54 AM
To: Beverly Ogans
Subject: Internal notification for: G_0000187949 Diagnosing and Repairing the Operation of the Power Lift Gate



Date: 3/19/2014 Ref. number: Service / Service Operations / G_0000187949
Subject: **Diagnosing and Repairing the Operation of the Power Lift Gate**

GM CUSTOMER CARE & AFTERSALES
URGENT - DISTRIBUTE IMMEDIATELY

DATE	03/19/2014
SUBJECT	Diagnosing and Repairing the Operation of the Power Lift Gate
MODELS	2010-2014 Cadillac SRX, Chevrolet Equinox, and GMC Terrain Models
TO	All Cadillac Dealers, all Chevrolet Dealers, and all GMC Dealers
ATTN	Service Advisor, Service Manager, Service Technician, Warranty Administrator, Parts Manager, Body Shop Manager, and Body Shop Technician

In cases where customers may comment that the rear power lift gate sags or lowers from the open position, please refer to PI # PI1186 for updated diagnostics and repair procedures.

Thank you for your cooperation.

END OF MESSAGE

Contact name: E-M
Department: Service - Brand Quality Phone: -
Intended roles: Body Shop Manager, Body Shop Technician, Service Advisor, Service Manager, Service Technician
Archives: 9/19/2014 Expires: 3/19/2015