

**From:** Bt  
**Sent:** Tuesday, April 22, 2014 9:24 AM  
**To:** son  
**Subject:** FW: Internal notification for: G\_0000190415 Accessory DVD Player - PN 22924616  
**Attachments:** GM Style Sheet.css; PN 22924616 for Dealership Communication.xlsx

**From:** gm\_gmssg\_q01 [mailto:nobody@gm.com]  
**Sent:** Tuesday, April 22, 2014 9:20 AM  
**To:** Beverly Ogans  
**Subject:** Internal notification for: G\_0000190415 Accessory DVD Player - PN 22924616



Date: 4/22/2014  
Subject: **Accessory DVD Player - PN 22924616**

Ref. number: Service / Service Operations / G\_0000190415

GM CUSTOMER CARE & AFTERSALES  
URGENT - DISTRIBUTE IMMEDIATELY

DATE	April 21, 2014
SUBJECT	Accessory DVD Player - PN 22924616
MODELS	2015 Chevrolet Tahoe / Suburban & Silverado HD 2014 Chevrolet Silverado LD 2015 GMC Yukon, Yukon XL, Yukon Denali & Sierra HD 2014 GMC Sierra LD 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

Due to a potential quality concern, the decision has been made to STOP SALE of the Accessory DVD Player (PN 22924616) until further direction is provided.

Two Scenarios:

1. If you have purchased a kit but have not installed the DVD player in a vehicle, quarantine the kit (Hold until further direction).
2. If you have purchased a kit and have installed the system, leave kit in vehicle at this time.

Send an email to [lori.l.thomas@gm.com](mailto:lori.l.thomas@gm.com) and cc your District Service Manager, if your dealership is affected. Provide the following information: BAC number, number of parts quarantined (need last 8 of the VIN of each vehicle that had the DVD Player Installed).

Refer to the attached list of DVD Units (PN 22924616) sold to the dealers.

We apologize for any inconvenience this has caused.

Thank you for your cooperation.

END OF MESSAGE  
GM CUSTOMER CARE & AFTERSALES

Message Attachment(s):

PN 22924616 for Dealership Communication.xlsx MS Excel Workbook 2007 (15.90KB)  
PN 22924616 for Dealership Communication

Contact name:

E-Mail: