

From: Beverly Ogans
Sent: Monday, May 05, 2014 12:34 PM
To: [REDACTED]
Subject: FW: Internal notification for: G_0000191209 Number of Headphones and Remote Controls Included with U42 & DNU Equipped Models
Attachments: GM Style Sheet.css; Number of Headphones and Remote Controls Included with U42 & DNU Equipped Models.htm

From: gm_gmssg_q01 [mailto:nobody@gm.com]
Sent: Monday, May 05, 2014 11:46 AM
To: Beverly Ogans
Subject: Internal notification for: G_0000191209 Number of Headphones and Remote Controls Included with U42 & DNU Equipped Models



Date: 5/05/2014 Ref. number: Service / Service Operations / G_0000191209
Subject: **Number of Headphones and Remote Controls Included with U42 & DNU Equipped Models**

GM CUSTOMER CARE & AFTERSALES
URGENT - DISTRIBUTE IMMEDIATELY

DATE	April 28, 2014
SUBJECT	Number of Headphones and Remote Controls Included with U42 & DNU Equipped Models
MODELS	Chevrolet Suburban and GMC Yukon XL
TO	All Chevrolet Dealers, All GMC Dealers
ATTN	Sales Management, Service Manager, Service Advisors

We have heard reports of 2015 Chevrolet Suburban and GMC Yukon XL models equipped with U42 (Rear Seat Entertainment System) and DNU (Additional DVD Screen), being shipped with a number of headphones and remote controls.

2015 Full-Size SUVs; Chevrolet Suburban and GMC Yukon XL models equipped with U42 and DNU, are supposed to be shipped with a box containing 1 remote control, 2 dual-channel headphones, batteries, and instruction card.

Additional remote control and headphones are available through GM Accessories.

END OF MESSAGE
GM CUSTOMER CARE & AFTERSALES

Contact name: E-Mail:
Department: Service - Brand Quality Phone: -
Intended roles: Sales Management, Service Advisor, Service Manager
Archives: 8/05/2014 Expires: 5/05/2015