

From:
Sent: Tuesday, May 13, 2014 1:55 PM
To: Keith X. Nelson
Subject: FW: Internal notification for: G_0000191822 2015 K2XX Escalade, Escalade ESV Action Center Information
Attachments: GM Style Sheet.css; 2015 K2XX Escalade, Escalade ESV Action Center Information.htm

FYI

From: gm_gmssg_q01 [mailto:nobody@gm.com]
Sent: Tuesday, May 13, 2014 11:36 AM
To: Beverly Ogans
Subject: Internal notification for: G_0000191822 2015 K2XX Escalade, Escalade ESV Action Center Information



Date: 5/13/2014 Ref. number: Service / Service Operations / G_0000191822
Subject: **2015 K2XX Escalade, Escalade ESV Action Center Information**

GM CUSTOMER CARE & AFTERSALES
URGENT - DISTRIBUTE IMMEDIATELY

| | |
|---------|---|
| DATE | May 12, 2014 |
| SUBJECT | 2015 K2XX Escalade, Escalade ESV Action Center Information |
| MODELS | 2015 Escalade, Escalade ESV |
| TO | All Cadillac Dealers |
| ATTN | Dealer, General Manager, Sales Manager, Service Manager, Service Advisor, Service Technicians, Warranty Administrator |

An Action Center has been established to provide the Technical Assistance Center (TAC) with product feedback on the 2015 K2XX Escalade / Escalade ESV Full-Size Luxury SUV's. Dealer that warrants prompt and immediate attention. The objective of the Action Center is to assist the GM Dealer Organization with the necessary support for the successful introduction of this information is critical for quick resolution to any product concerns, including but not limited to: fit and finish, performance, operation, and customer vehicle expectations that may arise.

The Action Center is connected directly to TAC and the Arlington, TX, assembly plant that produces the 2015 K2XX Full-Size SUV's. TAC and the assembly plant will combine their resources to bring that concern to a resolution.

To contact the Action Center, call the GM Technical Assistance Center @ 1-877-4GM-TACS (1-877-446-8227).

1. Select: Speak with a Consultant
2. Select: Action Center prompt (#2) and then select the correct Action Center: 2015 K2XX Heavy Duty and SUV Action Center

The call will be answered by a truck specialist. The specialist will record the concern and provide diagnostic direction as needed.

GM encourages Dealer personnel to contact the 2015 K2XX SUV Action Center with any product concern, not just the concerns that personnel have been unable to resolve.

You may be asked to provide a digital picture of the concern. Refer to Bulletin #07-00-89-036 for tips on taking pictures. We appreciate your support in making the introduction of the 2015 K2XX SUV.

Thank you.

Thank you for your cooperation.

END OF MESSAGE

GM CUSTOMER CARE & AFTERSALES

Contact name: E-Mail:
Department: Service - Brand Quality Phone: -
Intended roles: Dealer, General Manager, Sales Management, Service Advisor, Service Manager, Service Technician, Warranty Administrator
Archives: 9/15/2014 Expires: 5/13/2015