
From: Beverly Ogans
Sent: Wednesday, May 28, 2014 9:08 AM
To:
Subject: FW: Internal notification for: G_0000192817 2014 CTS V LPO Installation Times
Attachments: GM Style Sheet.css; 2014 CTS V LPO Installation Times.htm

From: gm_gmssg_q01 [mailto:nobody@gm.com]
Sent: Wednesday, May 28, 2014 9:06 AM
To: Beverly Ogans
Subject: Internal notification for: G_0000192817 2014 CTS V LPO Installation Times



Date: 5/28/2014 Ref. number: Service / Service Operations / G_0000192817
Subject: **2014 CTS V LPO Installation Times**

GM CUSTOMER CARE & AFTERSALES
URGENT - DISTRIBUTE IMMEDIATELY

DATE	May 27, 2014
SUBJECT	LPO Installation Times
MODELS	2014 CTS V
TO	Cadillac Dealerships
ATTN	Service Advisor, Service Technicians, Service Manager, Parts Manager, Sales Manager, Warranty Administrators

2014 Corvette Accessory LPO Times

The labor time guide (July edition) has updated the Cadillac CTS V. The Warranty Group has updated their files so that dealerships can file the claims as of 5/23/14.

2014 CTS V - 0590032 PDI - Dealer Installed - Factory Invoiced Options

5XR - vInstall Grille 1.5 hours

Thank you for your cooperation.

END OF MESSAGE

GM CUSTOMER CARE & AFTERSALES

Contact name: E-Mail
Department: Service - Brand Quality Phone:
Intended roles: Parts Manager, Service Advisor, Service Manager, Service Technician, Warranty Administrator
Archives: 7/28/2014 Expires: 5/28/2015



Date: 5/28/2014

Ref. number: Service / Service Operations / G_0000192817

Subject: **2014 CTS V LPO Installation Times**

GM CUSTOMER CARE & AFTERSALES

URGENT - DISTRIBUTE IMMEDIATELY

DATE	May 29, 2014
SUBJECT	LPO Installation Times
MODELS	2014 CTS V
TO	Cadillac Dealerships
ATTN	Service Advisor, Service Technician, Service Manager, Parts Manager, Warranty Administrators, Sales Manager

2014 CTS V Accessory LPO Times

The labor time guide (July edition) has updated the Cadillac CTS V . The Warranty Group has updated their files so that dealerships can file the claims as of 5/23/14.

2014 CTS V - 0590032 PDI - Dealer Installed - Factory Invoiced Options

5XR – Install Grille 1.5 hours

Thank you for your cooperation.

END OF MESSAGE

GM CUSTOMER CARE & AFTERSALES

Contact name: ¶

E-Mail: . . .

Department: Service - Brand Quality

Phone: :

Intended roles: Parts Manager, Service Advisor, Service Manager, Service Technician, Warranty Administrator

Archives: 7/28/2014

Expires: 5/28/2015