

 15577 - Customer Satisfaction Program - Interior Electrical Center Left End Cap Fuse Label Error
Updated Date: Jan 29, 2016 15:40 ET

GM CUSTOMER CARE AND AFTERSALES
DCS3910
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 29, 2016

Subject: 15577 - Customer Satisfaction Program
Interior Electrical Center Left End Cap Fuse Label Error

Models: 2015 Cadillac Escalade, Escalade ESV
2015 Chevrolet Suburban, Tahoe
2015 GMC Yukon, Yukon XL

To: All Cadillac, Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New or Used Vehicle Sales Manager, and Warranty Administrator

General Motors is releasing Customer Satisfaction Program 15577 today. The total number of U.S. vehicles involved is approximately 202,600. Labels are being mailed to the customers. In the event the customer does not provide the label, a limited quantity will be available at the 1Store beginning Monday, February 1, 2016. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on February 12, 2016.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated January 30, 2016. A list of involved vehicles in dealer inventory is attached to this message.

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Campaign Initiation Detail Report (CIDR)

The CIDR will be available February 5, 2016.

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 15577 Bulletin.pdf  15577 US Stock list 012916.xlsx

About this Alert

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