

20710 - Customer Satisfaction Program - Drive Quality Degradation and/or Transmission Harsh Shifts
Updated Date: Jan 13, 2016 8:50 ET

GM CUSTOMER CARE AND AFTERSALES
DCS3891
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 13, 2016

Subject: 20710 - Customer Satisfaction Program
Drive Quality Degradation and/or Transmission Harsh Shifts

Models: 2014-2015 Chevrolet Spark
Equipped with CVT Transmission (RPO M4M)

To: All Chevrolet Dealers

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

General Motors is releasing Customer Satisfaction Program 20710 today. The total number of U.S. vehicles involved is approximately 67,000. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin at the end of January, 2016.

Global Connect (GWM)


The "Investigate Vehicle History" (IVH) screen will be updated January 13, 2016. A list of involved vehicles in dealer inventory is attached to this message.


Campaign Initiation Detail Report (CIDR)

The CIDR will be available January 13, 2016.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES

 20710 Bulletin.pdf

 20710 US BAC stock list.xlsx

About this Alert

Reference Number: GCUS-3-401

Published to: Home Page

Version: 0.0

Alert Type: Customer Satisfaction

Original Published Date: Jan 13, 2016 8:50 ET

Expires: Mar 13, 2016 0:00 ET

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