



Dealer Recall Readiness Materials & Best Practices

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To: Chevrolet, Buick, GMC, and Cadillac Dealers

In response to Dealer feedback, a series of "Recall Readiness" materials are now available on gmprograminfo.com. The materials were created based on input collected from several Dealer focus groups to identify best practices Dealers can leverage to streamline their operations.

Recall Readiness materials now available on the CCA tab of gmprograminfo.com include:

- **Dealer Readiness Guide** – An overview of available tools and Dealer best practices you can use to enhance recall efficiency and effectiveness, minimize disruption to your normal operations and improve customer satisfaction, loyalty and retention.
- **Recall Script Templates** – Useful for initial outbound contact with customers, setting appointment, and customer follow-up.
- **Talking Points** – Synopsis of key talking points to help your staff explain the recall process.
- **Recall FAQs** – Frequently Asked Questions that can be shared with your sales, service and BDC teams.
- **"Redelivery" Process Job Aid** – A thought-starter on how you can establish a thorough "redelivery" process that places the customer at ease and communicates how important their safety and their business is to your dealership.

Thank you for your ongoing support to make each customer's experience as convenient as possible.

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