



Internal notification for: G_0000158141 12312 - Customer Satisfaction Program - Oil Life Monitor Update
gm_gmssg_qc

02/06/2013 05:40 AM

2 attachments



12312 bulletin.pdf



GM Style Sheet.css

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Date: 02/06/2013

Ref. number: Service / Field Action / G_0000158141

Subject: 12312 - Customer Satisfaction Program - Oil Life Monitor Update

GM CUSTOMER CARE AND AFTERSALES
DCS2903
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 6, 2013

Subject: 12312 - Customer Satisfaction Program
Oil Life Monitor Update

Models: 2010-2011 Buick LaCrosse; 2010-2012 Chevrolet Equinox and GMC Terrain; and 2011-2012 Buick Regal Equipped with 2.4L Engine (LAF/LEA)

To: All Buick, Chevrolet, and GMC Dealers

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

General Motors is announcing Customer Satisfaction Program 12312 today. The total number of U.S. vehicles involved is approximately 678,500. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on February 20, 2013.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated February 6, 2013.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):