

Help a Customer

GM employees can use this site to help friends and family with questions and concerns related to GM products. Our Customers Are Our Compass

helpacustomer@gm.com

1-855-HelpAtGM (1-855-435-7284)



When you contact the Customer Assistance Center through this site your question or concern is sent straight to the same people who help GM's top executives when customers come to them with concerns. This team is fully integrated with our U.S. dealer network, field organization, technical and parts assistance, engineering, product quality teams, OnStar, and Roadside teams to drive quick issue resolution and feedback into our organization.

From this site you can report an issue for yourself via the Help Me button, report a concern for a friend or family member via the Help My Friends/Family button, report a concern found on social media or connect with sales support to help someone considering the purchase of a new GM vehicle.

If the customer prefers to reach out to the Customer Engagement Center directly, please provide them with this phone number 1-855-HelpAtGM (1-855-435-7284). Note: Please do not give out the helpacustomer@gm.com email to friends/family/general public or forward this webpage link (site is not accessible to non-GM employees/contractors).

Important Points To Remember When Addressing Customer Concerns

Do:

- Listen to the customer and/or acknowledge the concern
- Collect as much important information as possible (i.e. preferred phone number, email address, dealer name and the Vehicle Identification Number)
- Advise the customer that someone from our highly trained and experienced Customer Assistance team will contact them soon

Don't:

- Set expectations about assistance outcomes other than someone will contact the customer regarding the concern
- Engage with customers involved in legal matters or concerns related to personal injury or property damage
- Say or put anything in writing you wouldn't want made public

Cadillac Expands Super Cruise and V2X for Smarter, Connected Future

By Matthew Feldman

Cadillac plans to expand the rollout of Super Cruise™, the world's first true hands-free driver assistance feature for the freeway.



Super Cruise will be available on all Cadillac models, with the rollout beginning in 2020. After 2020, Super Cruise will be introduced in other General Motors brands. Cadillac also plans to offer V2X communications in a high-volume crossover by 2023 and eventually expand the technology across Cadillac's portfolio. Mark Reuss, GM executive vice president of Global Product Development, Purchasing and Supply Chain, announced these plans at the Intelligent Transportation Society's annual conference in Detroit.

Three things to know

- Reuss' announcement reaffirms Chairman and CEO Mary Barra's pledge at ITS 2014. In her keynote speech at the national conference, Barra said that Cadillac would begin offering advanced intelligent and connected technology in its vehicles. Super Cruise first appeared in the 2018 Cadillac CT6, and the first commercially available vehicle-to-vehicle (V2V) communications technology in the U.S. debuted on the 2017 interim model year CTS sedan.

- Super Cruise uses state-of-the-art technology for a hands-free highway driving experience. The system uses precision LiDAR map data, high precision GPS, a state-of-the-art driver attention system and a network of camera and radar sensors. Customers can drive hands-free on more than 130,000 miles of limited-access freeways in the U.S. and Canada.

- V2X communications can communicate with vehicles, infrastructure and people. Using the Basic Safety Message as a base, V2V can be extended to the roadway infrastructure and other roadway users (e.g., cyclists, pedestrians, etc.) establishing a V2X ecosystem. Using V2X, compatible vehicles can be notified of hazardous road conditions, traffic light statuses, changing work zones and more. Its range of nearly 1,000 feet means drivers can be alerted to possible threats in time to avoid a crash.

"Cadillac is proud to be the leader for the company's innovation," said Steve Carlisle, Cadillac president. "Groundbreaking technologies like these continue to provide unparalleled comfort and convenience for our customers."



Labor Day Parade

Monday, Sept. 3, 2018, Toledo, Ohio

All UAW Local 14 members should attend! We would love to see lots of families and retirees!

Bring your GM classic or brand new car to show off!

Decorate a wagon or bicycle - or maybe even a float!

Lets be Union Proud!

Arrival and Starting Times:

- 7:00 A.M. for parade floats and vehicles to begin arriving.
- 8:00 A.M. for Union members and their families to begin arriving.
- 9:00 A.M. for the Labor Day parade to begin.

Parade Route

- The parade will start on Summit Street at the intersection of Summit and Monroe and proceed north on Summit to Adams Street, then west onto Adams to Huron to Monroe which is where the parade route ends and vehicles will exit, the participants will disperse at the corner of Huron and Washington Street.

Staging Area

- UAW Local Unions will be lining up on Summit Street. Beginning at the intersection of Summit and Washington. Parking is available at various surface parking lots.

2018 Labor Day Parade Line-Up

Northwest Ohio Building Trades Council

United Auto Workers

Toledo Port Council

Toledo Federation of Teachers Local 250

Greater Northwest Ohio AFL-CIO

AFSCME

Teamsters Local 20

Volunteers needed for Labor Day Parade Marshals

If you are interested in being a marshal for the Labor Day Parade in Toledo, OH, contact John Chapman, 1st Shift UAW Safety Rep.

How to contact us...

Communications Coordinator - UAW: Daniel Macut

Email submissions to daniel.macut@gm.com

Phone: 419-450-0947

Member UAW - LUCA Local Union Communication Association

Deadline for POWERLine is 3:00 p.m. Tuesday.

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The Toledo Mud Hens Night in the Roost
Saturday, June 30, 2018



Game Time 7:05 pm

\$45.00 with bar / \$35.00 without bar
All you can eat picnic dinner, open bar option and ticket to the game

100 Tickets - No limit - Cash only
Local 14 UAW Union Hall Monday- Friday 7:30 am - 4:30 pm
419-473-2854



Cleveland Indians VS New York Yankees
Bus Trip

When: Sunday, Jul 15, 2018, (All day)
Where: Progressive Field in Cleveland Ohio

Cost \$45.00 per ticket

(Includes game ticket, bus ride, sack lunch, and cold soft drinks)
Bus leaves Local 14 Union Hall at 9:45 am and will be returning around 7:00 pm

Local 14 UAW Golf Tournament

Sunday, July 22, 2018

Harbor Dunes Golf Club, Monroe, MI

Shotgun start: 8:00 AM

\$45 per person,



Includes golf, cart, hot dog lunch with 2 drinks,
steak dinner and door prizes!

This is a handicap singles tournament

Deadline to sign up: Fri. July 13, 2018

Sign up at Local 14 Union Hall M-F 7:30am-4:30pm

PUT-IN-BAY BUS TRIP

When: Saturday, Aug 11, 2018, (All day)

Cost per person is \$35.00 (Adults & Children)

Includes bus ride, Jet Express to and from island, snacks and softdrinks.

Bus leave Union Hall parking lot at 8:45 AM sharp.

Returning at approximately 11 PM.

Sign up now. 50 seats are available...additional bus may be added.

Large coolers and bicycles can be stored under the bus. (There will be an extra \$10 fee per bicycle for the Jet Express that will be the responsibility of the person bringing the bicycle.)

Sign up at Union Hall - 7:30 AM-4:30 PM Mon-Fri. - Cash only please

Golf Bus Trip

August 18 - 19

Pine Lake GC, Hubbard, OH & Boulder Creek GC, Streetsboro, OH

1 night at Quality Inn, Youngstown, OH

\$220 includes golf, cart, driving range and Hotel!

Sign-up at the Union Hall - Cash Only

