



Date: 6/17/2014

Ref. number: Parts / Process and Policy / G_0000194239

Subject: 14187A - Parts Ordering Process Change for Front Safety Belt Anchor Recall

To: Chevrolet, Buick, GMC, and Cadillac Dealers

To facilitate an orderly distribution of parts, beginning June 18, 2014, Dealers will automatically be shipped parts for Recall 14187A and at 11:59 PM EDT on June 17, 2014, ALL orders currently in the system for parts included in the Front Safety Belt Anchor recall - will be CANCELLED. This includes all orders of the parts shown below whether they were placed by dealerships as a DRO, CSO or CSO with a SPAC case:

23247593	19329399	19329400	19329401	19329402	19329403
19329404	19329405	19329406	19329407	19329408	

Dealers will receive the order cancellations on June 18, 2014. Order controls will be put into place which will cancel all orders (DRO & CSO) of these parts until further notice. During this period, no SPAC cases for the Front Safety Belt anchor recall will be accepted.

Beginning June 18, 2014, dealers will automatically be shipped quantities of these parts based upon prior shipments and current inventory levels. GM will utilize this method of order fulfillment until adequate inventory is available to reinstate ordering processes. At that point, additional methods for order fulfillment will be implemented and shared with you.

Thank you for your understanding and patience during this unusual time. We believe this process change will allow for a more equitable distribution of parts in the short term.

We appreciate the ongoing help and support our dealers have provided in making each customer's experience as convenient as possible. If you have any questions, please contact your District Manager-Aftersales.

David Bakos
Executive Director – Sales and Marketing
Customer Care and Aftersales

Contact name: District Manager Aftersales (DMA)
or District Manager Sales and
Aftersales Combined (DMC)

E-Mail:

Department: Parts - Customer Care &
Aftersales WHQ

Phone:

Intended roles: Dealer, Dealer Principal, General Manager, Parts & Service Director, Parts Manager, Service Manager

Archives: 7/17/2014

Expires: 6/17/2020