



Dear Dealers,

As you are aware, there is no longer a shortage of parts available to repair vehicles impacted by the Ignition Switch Recall (Cobalt, HHR, ION, Sky, Solstice, and G5). We have identified a large group of owners who ordered parts, but have yet to come to the dealership for the repairs to be completed. We have generated a separate manifest list of these owners so you can reach out to them with unique communication material.

On 09/26/2014, you will have access to the following:

1. **Manifest List** –a list of owners who ordered parts and shipped them to your dealership (Manifest Name: Ignition Switch Recall Parts Arrived)
2. **Customer Sales & Service Retention (CSSR)** – to enhance your CSSR owner communication program, new Direct Mail and Email Ignition Switch Recall Reminder templates will be available to you as “Plus Up Options”. These communications will advise the owners that their ordered parts are at the dealership and you’d like to schedule their repair appointment as quickly as possible.

Note: Please be advised that the manifest list contains the VIN associated with the parts order and we are providing the best owner information that we have. There may be cases where your data is more current so we recommend using your owner and contact information if it is different from what we provided.

For more information on execution of the CSSR program, please contact the Epsilon Program Headquarters at 1-800-292-9220.

Thank you for your continued support.

Tim Turvey
North America Vice President
U.S. Customer Care and Aftersales
