



Date: 12/12/2014 Ref. number: Parts / Process and Policy / G_0000206665
 Subject: Ignition Switch Recall 13454, 14063, 14092, 14113 and 14133 - Part Ordering Process Change

To: Chevrolet, Buick, GMC, and Cadillac Dealers

To simplify the parts ordering process for Ignition Switch Recalls 13454, 14063, 14092, 14113 and 14133, effective December 15, 2014, dealers can order the Ignition Switch Kit specified by the Recall Bulletin to remedy the Ignition Switch Campaigns. With this change, dealers are no longer required to order the Ignition Switch (23228993 or 23215459) as a CSO order with the VIN in the notes field.

To help dealers determine the correct Ignition Switch Kit part number to order, a tool has been placed in the Parts Workbench application that will provide the correct Ignition Switch Kit part number to order based on the VIN.

Please refer to the screen shots included in the Q & A for additional details.

Q & A

Q: What happens to the orders I previously placed using the switch part number but have not received yet?

A: Check order status via Parts Workbench if your order is older than 4 days. Switch orders placed before Monday, December 15, will be processed via the previous ordering process and dealers will receive the complete Ignition Switch Kit.

Q: What order type should I use?

A: Dealerships can elect to place orders with order types DRO, CSO or CSO-3, and all standard freight terms apply. Each PDC has stock available of each Ignition Switch Kit. Please note that quantity restrictions for CSO and DRO orders will remain in place. The ORT will be the same as any other part out of your Admin PDC.

Q: Can I order for the Ignition Switches (23215459 & 23228993) independent of the Ignition Switch Kit?

A: Both switch parts will remain on a National Control 1, orders will not process. Starting Monday December 15, orders for 23215459 & 23228993 will be cancelled.

Q: Can I use my DMS for ordering?

A: Yes, dealerships can order using their DMS following the process noted above.

Q: Can I submit multiple lines on one order?

A: Yes, dealerships can submit multiple lines on one order.

Q: I received a kit that is missing a part, has concealed damaged, or is new defective - what should I do?

A: Contact Par Tech at 855-GMCares to request an RFI. Submission of an RFI will result in a new kit being shipped to the dealer.

Q: Will these parts be listed in the Electronic Parts Catalog?

A: The Ignition Switch Ordering Tool is in place to give you the correct Kit required for the recall. Currently, the Kits are not available to look up via the Parts Catalog.

Q: What happens if the VIN I enter is not found in the GlobalConnect Ignition Switch Ordering Tool?

A: See below:

1. Validate the VIN is typed correctly.
2. If the VIN is typed correctly, check IVH to verify the VIN is included in one of the recalls.
3. If the VIN is typed correctly and IVH verifies the outstanding recall, contact candis.waltz@gm.com or tammy.garrow@gm.com to help resolve the issue.



[PARTS Workbench](#) | [Part Information & Availability](#) | [Manage Retail Inventory](#) | [Manage Parts Exceptions/Returns/ Claims](#) | [Customer & Vehicle Profiles](#) | [Part Order Processing](#)

Home > Parts Workbench > Part Information & Availability > Ignition Switch Ordering Tool

Ignition Switch Ordering Tool

IGNITION SWITCH ORDERING TOOL

Enter the VIN and select 'Search'

* Required Fields

VIN: *

VIN	Make	Model	Model Year	Kit to Order
-----	------	-------	------------	--------------

[PARTS Workbench](#) | [Part Information & Availability](#) | [Manage Retail Inventory](#) | [Manage Parts Exceptions/Returns/ Claims](#) | [Customer & Vehicle Profiles](#) | [Part Order Processing](#)

Home > Parts Workbench > Part Information & Availability > Ignition Switch Ordering Tool

Ignition Switch Ordering Tool

IGNITION SWITCH ORDERING TOOL

The display will allow to verify the results and provide you the correct Kit part # to order

* Required Fields

VIN: *

VIN	Make	Model	Model Year	Kit to Order
1G1AL12FX57607890	CHEVROLET	Cobalt	2005	23234399

[PARTS Workbench](#) | [Part Information & Availability](#) | [Manage Retail Inventory](#) | [Manage Parts Exceptions/Returns/ Claims](#) | [Customer & Vehicle Profiles](#) | [Part Order Processing](#)

Home > Parts Workbench > Part Information & Availability > Ignition Switch Ordering Tool

Ignition Switch Ordering Tool

15009: The search criteria entered is not valid. Please check your query and resubmit.

IGNITION SWITCH ORDERING TOOL

**If the entered VIN is not recognized or invalid
The 15009 message noted will appear**

* Required Fields

VIN: *

VIN	Make	Model	Model Year	Kit to Order
-----	------	-------	------------	--------------

Message Attachment(s):

 [12-12-14 Copy of this message G_0000206665 - Ignition Switch Recall 13454, 14063, 14113 and 14133 - Part Ordering Process Change.pdf](#) Acrobat PDF (114.6KB)

Contact name: Dealer Business Center (DBC)

E-Mail:

Department: Customer Care & Aftersales WHO

Phone: 1-888-414-6322, Prompt 3, Prompt 1

Intended roles: Parts & Service Director, Parts Manager

Archives: 1/12/2015

Expires: 12/12/2020