



 Date: 4/11/2014

Ref. number: Parts / Recall / G_0000189799

Subject: URGENT IMPORTANT WEBEX Wednesday April 16: Ignition Switch Recall Update

With the notification and bulletins for the Ignition Switch Recall being released, we are receiving multiple inquiries related to parts availability, repair procedures, lock cylinders, and ordering system delays. In response, we felt it would be beneficial to level-set all affected dealers with an update status in these and other areas. We would like to invite affected dealers to an Ignition Switch Recall Update web meeting scheduled for Wednesday, April 16, 2014 at 11:30 a.m. EDT. This session will be hosted by Tim Turvey, GM North America Vice President CCA, and members of his staff, and is suitable for Dealer Operators, General Managers, Parts Managers, and Service Managers who have questions and a desire to get additional clarification regarding the Ignition Switch Recalls.

Details regarding the meeting and how to join in are listed below. We will be using the Web Chat feature to collect questions/feedback during the session. Please note that this is a GM Confidential meeting, and is open only to affected GM dealership employees and invited GM employees; please be prepared to provide your identification/BAC code/credentials as requested when calling in.

Ignition Switch Recall Update

Wednesday, April 16, 2014
 11:30 AM – 12:30 PM EDT
 Hosted from Grand Blanc, MI

Conference Call Line

(877)318-8197
 Conference #: 29355465
 Dealers must provide BAC for security
 GM Field must provide GMIN for security

This meeting is to provide current information/updates related to the Ignition Switch Recalls. If you have questions, please plan to attend and be prepared to submit them via the chat feature during the presentation.

Due to capacity constraints with Webex, it will be necessary for each Region to have its own Regional WebEx Link. To join the meeting, please click on the appropriate link for your region. If your regional Webex is full, please select another link from the options below. Thank you.

Event address for attendees: Region 1 – Western Region & CCA Home Office (Host Jeff Walls)

Link: <https://amevent2.webex.com/amevent2/onstage/a.php?d=925227790&t=a>

Event number: 925 227 790

Event password: switch

Event address for attendees: Region 2 – South Central Region (Host Jane Essmann)

Link: <https://gmevent2.webex.com/gmevent2/onstage/a.php?t=a&d=922596086>

Event number: 922 596 086

Event password: switch

Event address for attendees: Region 3 – Southeast Region (Host Heather Lossing)

Link: <https://gmevent2.webex.com/gmevent2/onstage/g.php?d=921340078&t=a>

Event number: 921 340 078

Event password: switch

Event address for attendees: Region 4 – Northeast Region (Host Joyce Henk)

Link: <https://gmevent2.webex.com/gmevent2/onstage/g.php?d=928834226&t=a>

Event number: 928 834 226

Event password: switch

Event address for attendees: Region 5 – North Central Region (Host Michelle Ostrowski)

Link: <https://gmevent2.webex.com/gmevent2/onstage/a.php?d=928253703&t=a>

Event number: 928 253 703

Event password: switch

Note: The viewing/searching of this message has been restricted to only the Dealer BACs this message was distributed to.

Message Attachment(s):

04-11-14_Copy of this message G_0000189799 - Urgent Important WebEx Wed April 16 - Ignition Switch Recall Update .pdf Acrobat PDF (16.98KB)

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

E-Mail:

Department: Customer Care & Aftersales WHQ

Phone:

Intended roles: All-NON-010-Roles, Dealer, Dealer Principal, General Manager, Parts & Service Director, Parts Manager, Service Advisor, Service Manager,
 Used Vehicle Sales Manager, Warranty Administrator

Archives: 5/11/2014

Expires: 4/11/2015