



Certified Service

Date: 5/09/2014

Ref. number: Service / Service Operations / G_0000191127

Subject: Ignition Switch Parts Ordering Process Update and WebEx FAQ

To: Chevrolet, Buick, GMC, and Cadillac Dealers

In response to dealer feedback, to further simplify the dealer ordering process for recall campaigns 13454A and 14063A (part # 23215459), and 14092 (part # 23228993), we have modified the ignition switch ordering process so that the information placed in the Control Number field by dealers at the time of order entry will be displayed on the parts box at arrival. This change should make it easier for dealers to match orders to customers.

As a reminder, orders for part numbers 23215459 and 23228993 to support recall campaigns 13454A, 14063A and 14092 do not require a SPAC case. Dealers should place orders for these parts via the Parts Workbench or EPIC systems as a CSO (not a CSO3) order type with the inclusion of the VIN in the comments (Parts Workbench) or notes (EPIC) field. The VIN must occupy the first 17 characters of the appropriate field. Additional notes can be added after the VIN. Upon order submission the dealer will receive an Answerback and be able to run an Order Status Inquiry. Dealers should not place orders for the kit part number at this time. (Kits including the ignition cylinders, keys and key rings needed for recall campaign 14113 or 14133 will be sent along with the ignition cylinder based on the VIN provided.)

At this time, these process changes only apply to part numbers 23215459 and 23228993.

Many of the questions submitted on the 4/17/2014 dealer Web Ex have been answered in the following bulletins:

Published	Message #	Subject
4/16/2014	G_0000189595	IMPORTANT: Ignition Switch Parts Ordering Process Change
4/16/2014	G_0000190148	Upcoming Service Parts Safety Recall 14092 - Ignition Switch Replacement
4/23/2014	G_0000190527	Safety Recalls 13454, 14063, and 14092 Ignition Switch Replacement Courtesy Transportation Information
4/24/2014	G_0000190614	Proper submission of Warranty Transactions for Ignition Switch and Ignition Lock Cylinder or Key Replacement Recalls
4/25/2014	G_0000190649	Safety Recall Bulletins 13454A, 14063A, 14113A and 14133A Ignition Switch / Ignition Lock Cylinder / Ignition Key Service Procedure and Warranty Transaction Submission Sections Revised

The remaining submitted questions not previously answered are included in this document. In addition, all Ignition Recall related GlobalConnect messages have been co-located under a new Ignition Recall icon on the GlobalConnect home page within the Brand Support and Services Area.

Q: Some of the kits have not included the VINs and dealers have no way of knowing what vehicle they are specific to. Are the VINs going to be on all the packing slips from now on?

A: We have modified the ignition switch ordering process so that the information placed in the Control Number field by dealers at the time of order entry will be displayed on the parts box at arrival.

Q: For the initial set of switches that were ordered with SPAC cases, how do dealers know which have been cancelled due to reuse of the same VIN?

A: Any order cancelled as a result of VIN validation for duplicate VINs was acknowledged by an Answerback notifying the dealer of the cancellation of that order line.

Q: Will orders pending from prior to the 4/16/2014 ordering process change be shipped as kits?

A: Yes, all shipments since 4/17/2014 have been made as kits.

Q: What if a dealer receives a kit that is missing parts, contains the wrong part, or a concealed damaged part?

A: Dealer should contact ParTech (855-GM- CARES, prompt #2) and request an RFI, specifying the component requiring replacement.

Q: What if an order has been invoiced and shipped, but the parts aren't received by the dealer?

A: Dealer should complete a PC31 as normal. When the PC31 is received by CCA, it will trigger an automatic replacement of the order, dealer does not need to place a replacement order. Dealers can watch their Answerbacks for information on the replacement order.

Q: How do dealers obtain the additional parts needed for vehicles that initially had parts ordered before the kits became available?

A: If a dealer is unable to locate one of the components, dealer should contact ParTech (855-GM- CARES, prompt #2) and request an RFI, specifying the part requiring replacement.

Q: My dealership received Chevrolet branded keys for Saturn VINs, what should I do?

A: The kit dealers receive should contain keys with Chevrolet branding for Chevrolet VINs, or with no branding for Pontiac or Saturn VINs. In the event a dealer did not receive the correct keys for a vehicle, dealer should contact ParTech (855-GM-CARES, prompt #2) and request an RFI, specifying the part # requiring replacement.

Q: Will ignition campaign part orders impact dealer Same Day Repair RIM compliance attainment or RIM Purchase Loyalty performance?

A: No. All related parts have been removed from RIM and *Service Lane Part* (SLP) status and, therefore, will not be calculated in dealer RIM Compliance or dealer RIM Purchase Loyalty numbers.

Q: Should open orders without SPAC cases be cancelled and replaced with a new CSO with the VIN in the note field?

A: Dealers who entered CSO Ignition switch orders for part number 23215459 prior to 4/16/2014 may choose to upgrade those orders to SPAC cases before close of business on 5/23/2014. Any orders that are not upgraded by that date will be cancelled, and dealers will need to follow the order process described in message [G_0000189595](#).

Q: What should dealers do if they still have pre-shipped ignition cylinders and ignition keys for a particular VIN?

A: The complete repair consists of the lock cylinder, ignition switch, 2 keys, and 2 rings. If any of these components have not been included in the repair, the customer should be contacted and the remainder of the repair completed.

Q: For parts received individually versus as a kit, how can dealers know when all parts have been received for that specific VIN?

A: The header notes in the Answerback contain the Control Number and VIN. Dealers may have to use the Answerbacks, packing slip, and part label to match up the parts for a specific vehicle.

Q: Can multiple parts on the same CSO order be upgraded to SPAC cases?

A: No.

Q: Can dealers get a list of the CSOs that require a SPAC case? If dealers have submitted multiple SPAC cases for the same part in one day, how can dealers determine which orders got assigned SPAC case numbers?

A: Dealers can check the backorder report on Parts Workbench to see which CSO orders do not have a SPAC case assigned.

Q: Please clarify whether or not orders that have additional notes in the comment field after the VIN will still automatically be moved to the kit.

A: Yes. The VIN must be the first 17 characters in the notes or comment field. Dealers can include additional information after the VIN.

Q: If dealers submit 10 SPAC cases in a day but only 7 receive SPAC numbers, how can dealers determine which orders got SPAC numbers assigned?

A: Dealers can check the backorder report on Parts Workbench to see which CSO orders do not have a SPAC case assigned.

Q: What part number should be used for 2008 - 2011 vehicles?

A: Part number 23228993.

Q: If dealers previously ordered the 23215459 switch for a 2008 - 2011 vehicle, should they cancel those orders?

A: Due to system limitations, orders for part number 23215459 submitted prior to 4/16/2014 that contain a 2008 - 2011 VIN in the notes field will not be processed and must be resubmitted. When resubmitting place the order for part number 23228993 and include the VIN in the first 17 positions of the notes or comments field.

Orders for part number 23215459 submitted on or after 4/16/2014 that contain a 2008 - 2011 VIN in the notes field will be converted to the appropriate part number for processing after VIN validation and duplicate checks have taken place – no additional action is required of the dealer. If the VIN is found to be invalid or a duplicate the dealer will receive a Cancellation Answerback.

SPAC cases submitted for part number 23228993 that have been successfully submitted by the dealer will be processed with no additional dealer action required.

Q: Can dealers use the keys they currently have in inventory or should they be returned?

A: The keys for use in this recall must have a small round hole – do not use any key that has a slot.

Q: Can dealers use parts ordered for one VIN on another vehicle?

A: Dealers must install the kit on the VIN that the kit was ordered for.

Q: If the switch or the cylinder is damaged during installation, or the key found defective or is damaged during cutting, how do dealers order another part for the same customer using the same VIN?

A: Dealerships should ensure technicians are familiar with the correct service procedure as described in recall bulletins

13454A, 14063A, 14113B and 14133B. If the switch or the cylinder is damaged during installation, dealers can order another part for the same customer using the same VIN by contacting GM Technical Assistance Center (TAC) at 877- 446-8227. If the key blank is found defective or is damaged during cutting, dealers should call the GM Product Quality Center (PQC) at 866-654-7654. In either situation, the dealers must provide the kit number.

Q: Do customers need to surrender the original and any duplicate keys?

A: Yes. Dealer should make every attempt to obtain all keys from customers and destroy them. All additional keys that a customer requires can be supplied once additional supply is available.
In addition, Recall Bulletins 14113B and 14133B include a one-page letter that must be given to the customer, notifying them to destroy any old slotted keys and advising them that replacement keys for their vehicle can be obtained from their GM dealer free of charge for the life of the vehicle.

Q: Once the repairs are complete and the keys have been replaced, what should dealers do with the old keys?

A: Dealers should follow the normal warranty scrap and retention policy.

Q: Before cutting keys, dealers are currently required to verify vehicle ownership using vehicle registration and the owner's photo ID - has this requirement been waived?

A: Dealers can begin cutting keys once they verify through IVH that the vehicle is involved in the recall. Dealers should save a copy of the IVH print out in hard copy or scan if saving electronically per normal processes. Prior to returning the vehicle to the customer, dealers are required to follow existing procedures for verifying vehicle ownership.

Q: Are cross-line warranty claims permitted for these campaigns? Can dealers who are not authorized Pontiac or Saturn service centers perform repairs on those vehicles?

A: Yes, dealers have the ability to perform cross-line warranty repairs for customers who are significantly inconvenienced or on used vehicles sold by the dealership. Refer to section 1.4.17 of the GM Service Policies and Procedures Manual for complete details.

Q: Can dealers sublet the cutting of keys to a locksmith?

A: Sublet is permitted, however, you must ensure that they are using the correct key blank that has a small round hole (rather than a slot). If the sublet is considered excessive, it may require wholesale authorization for payment.

Q: What if customers want more than 2 keys?

A: At this time, only 2 keys will be provided for each VIN. Once additional supply is available, order restrictions will be removed and customers will be able to order extra keys.

Q: If customers elect to continue driving their vehicles, dealers create a repair order then release the vehicle. Does this RO need to stay open until the parts arrive - if open for more than 60 days will the claim reject for being overage?

A: Claims open more than 60 days will require wholesale approval.

Q: Can dealers submit for storage charges for vehicles being held while awaiting parts?

A: No.

Q: If dealers submit claims for the rental fees before performing the recall labor operation, won't the recall labor op reject?

A: No, the claim will only reject if the repair labor operation is submitted first. If the claim rejects for this reason, the dealer will need to H route for authorization.

Q: Will affected customers receive a CSI survey?

A: All customers who bring their vehicles into a dealership for the Ignition Campaign have been blocked from receiving a CSI SSS survey for that repair. The CSI process restricts surveys to customers with vehicles older than 2010 model year. Since the majority of these vehicles are outside the age restriction, it was decided to restrict all of them.

Message Attachment(s):

 05-09-14 Copy of this message G 0000191127 - Ignition Switch Parts Ordering Process Update and WebEx FAQ.pdf Acrobat PDF (27.35KB)

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