

**Certified Service**

Date: 4/16/2014 Ref. number: Service / Service Operations / G_0000189595
Subject: **IMPORTANT: Ignition Switch Parts Ordering Process Change**

To: Chevrolet, Buick, GMC, and Cadillac Dealers

In order to simplify the dealer ordering process for the Ignition Switch Recall campaigns 13454 and 14063 (part # 23215459), and the Ignition Cylinder campaigns 14113 and 14133, we are announcing a change in the recall parts ordering process effective April 16, 2014. **Please place orders only for the ignition switch part number 23215459 and include the VIN, according to the instructions provided below. Orders will be fulfilled with parts needed for both recalls (13454 or 14063, and 14113 or 14133), based on the VIN provided.**

Part orders for recall campaigns 13454 and 14063 no longer require a SPAC case. These part orders must now be placed using the Parts Workbench or EPIC systems as a CSO (not a CSO3), order type **with the inclusion of the VIN in the comments (Parts WB), 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.

After the order has been processed and an Answerback sent, we will complete a VIN validation / duplicate check. If we find invalid or duplicate VIN's, the order will be cancelled, and the dealer will be notified via an Answerback message. This order line must then be resubmitted.

Please note to take extra care in submitting the VIN as the validation will be done after the order is received.

Please refer to the attached screen shots for additional details.

Q & A**Q: How will orders be prioritized?**

A: Previously created SPAC cases will be prioritized based on the date they were submitted. All CSO cases will be prioritized based on the date the order was processed.

Q: How will I know my order is in process?

A: Upon submission you will receive an order confirmation and Answerback. Additionally you can search for the order using the Order Status Inquiry to see that it was processed.

Q: How will I know if my order was cancelled due to an incorrect or duplicate VIN?

A: After initial acceptance the order could be cancelled based on a failed or duplicate VIN validation. In the event an order is cancelled an Answerback will be sent to the dealer.

Q: Do I need to take action on CSO's I have already submitted but haven't upgraded to a SPAC case?

A: Any order submitted prior to April 16, 2014, should still be upgraded to a SPAC case. You can continue to attempt upgrading that order to a SPAC case, or you can simply resubmit the order per the process noted above.

Q: When will this change take place?

A: Effective April 16, 2014, you no longer need to upgrade an order to a SPAC case.

Q: Can I still enter a SPAC case for the Ignition Switch recall?

A: In the short term, SPAC case upgrades will still be available. We ask that you only upgrade CSO orders that had been placed prior to April 16, 2014.

Q: Why is the VIN entry necessary?

A: The VIN validation is a required component of the recall order processing.

Q: When will the VIN validation process take place?

A: As stated, the VIN validation will take place after the order has been accepted; however, we expect any order cancellations due to invalid or duplicate VIN's to take place within 24 hours of order placement.

Q: Can I use my DMS for ordering?

A: Yes, you can use your DMS for ordering following the process noted above.

Q: Can I submit multiple lines on one order?

A: Yes, you can submit multiple lines on one order, each line will be limited to a quantity of 1 and have a VIN entered in the notes field.

Q: Can I use the upload order functions in Parts WB and EPIC?

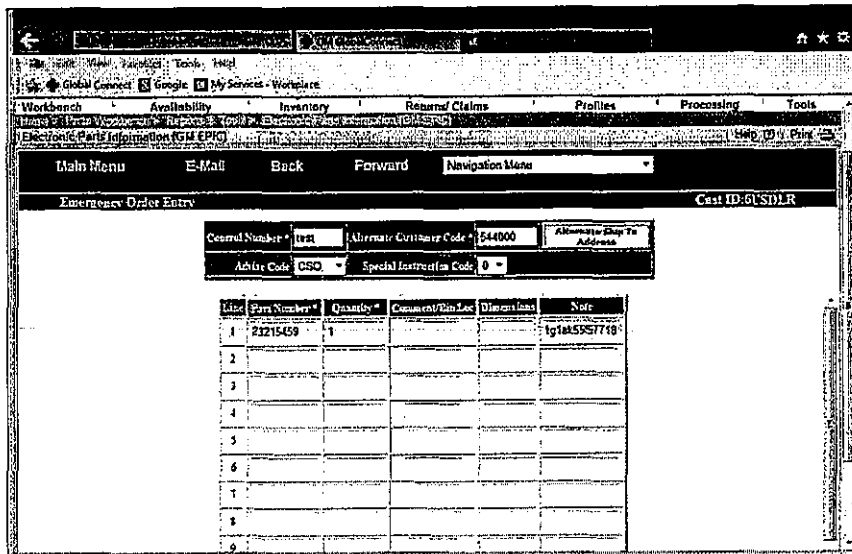
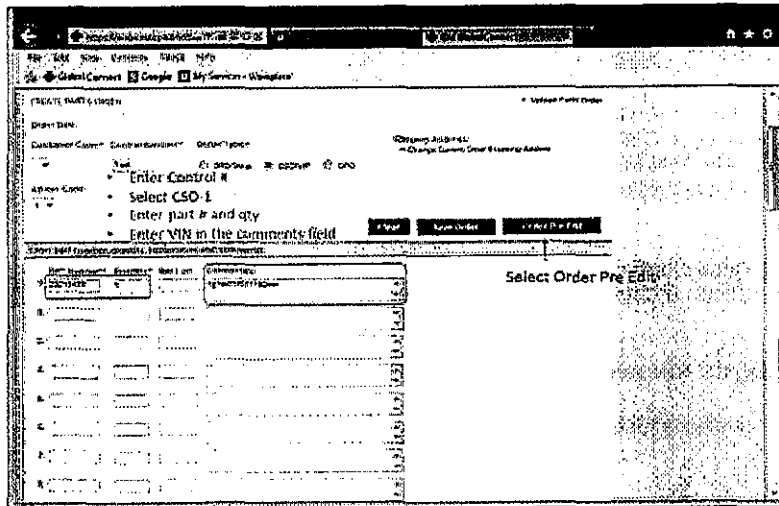
A: Yes, you can use this function, making sure you have entered the VIN in the appropriate field for each order line.

Q. Will SPAC be able to assist or provide any information regarding these orders?

A. You can check on your order through PWB or EPIC using Order Status Inquiry. All information regarding your order will be communicated through Answerbacks. SPAC will not have any additional information.

Q: Can I use this revised process for other recall campaigns?

A: At this time this process can only be used for the campaign and part numbers noted above.



Message Attachment(s):

[Recall Parts Screens Option 2.pdf](#) Acrobat PDF (278.3KB)

[04-16-14 Copy of this message G 0000189595 - Ignition Switch Parts Ordering Process Change.pdf](#) Acrobat PDF (73.41KB)

Contact name:

Department: Customer Care & Aftersales WHQ

Intended roles: Dealer, Dealer Principal, General Manager, Parts & Service Director, Parts Manager, Service Advisor, Service Manager, Used Vehicle Sales Manager, Warranty Administrator

Archives: 5/16/2014

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Expires: 4/16/2020