

WTD-65 Stop Sale and Recall - Urgent Additional Information

TO: SDC EST CEN WST
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DEPARTMENT: Parts/Service
DATE: 05/11/2016
CATEGORY: Show in all Categories

Urgent request for retailers to re-contact customers owning these cars:

Provided just prior to 4:00 PM ET today.

Inspection and Repair Procedures:

A few updates and changes are included in the updated Inspection and Repair Procedures document ([click here to open that document](#)), specifically:

1. The date codes referenced do include as No Good (NG) the start date of 2/28/16 (6228) and the end date of 4/16/16 (6416).
2. If the lot number including this date code is damaged or obscured, please do the complete repair procedure.
3. Only the 4 digit date code – e.g. 6228 is required on the repair order, and should also be entered on the warranty claim under misc. detail.
4. For H6 models only, we will be supplying a gasket kit for the front exhaust which needs to be removed. This kit (SOA635143) will include qty. 2 of 44011AG040 and qty. 1 of 44022AA123. This gasket kit will be force shipped at the same time as the steering columns for H6 repairs and will be shipped in a separate box from the steering columns. **Note – the steering column box will include the bolt taped inside.**

Stop Sale Units – Loaner Car Reimbursements:

We are also implementing a process to provide for loaner car reimbursement for customers who are awaiting new car delivery of a stop sale unit. This process is outlined in “loaner car reimbursement” - [click here to see the details](#). Essentially, retailers will need to call their Parts Information Coordinators and provide the VIN number and customer name for the sold unit, and then call in with the subsequent sale later.

Parts Supply:

SIA’s supplier is scheduled to start shipping parts to our Lebanon Indiana facility tonight.

We will begin to ship parts to retailers (next day air) tomorrow based upon each retailer's sold units. We expect to have up to 9,500 parts received by next Monday May 16 and we will continue shipping daily first based on sold units and then based on inventory and pipeline. The Lebanon facility will work through the weekend to keep the parts shipments flowing. Inbound parts for each retailer will be visible in Retail Parts Management (RPM). The orders will be special order type / NAM – next day air / PO Number – WTD65. Retailers will be able to see these orders on RPM – Order Inquiry as soon as the orders are uploaded. To find their orders if they enter the PO Number – "WTD65" and choose the Order Type "Special". They will have to drill down on the order number to see the specific part numbers.

Thanks for your ongoing support as we work through this difficult situation.
