



RECALL 03D BEST PRACTICES

Service and Parts Team,

This DC Mail is to inform dealerships about best practices to ensure the dealership staff is optimized to complete the 03D recall campaign.

- 1) A portion of recall campaign parts are being processed to auto-ship during the weekend of February 14 to remedy vehicles with the recall.
- 2) Dealer Instructions have been revised to show the number of parts included within each Campaign Part Number Kit. This will help understand how many parts are needed to repair a vehicle and how many parts are included in each parts package.
 - 1) While the DealerConnect Parts Inquiry screen may show MSQ of one (1), these campaign part kits (C-Kit) actually include multiple pieces within each package.
 - 2) Refer to the most recent dealer instruction publication found within Service Library, which will show that One (1) part CSZT03D6AA includes 6 bolts in the kit. For example, if 7 bolts are needed to repair a vehicle, the dealer will need Two (2) of the C-Kit CSZT03D6AA; resulting in a total of 12 bolts while 7 are needed to complete the repair. The remaining bolts may be used to repair the next vehicle.

EXAMPLE

Part No.	Qty.	Part Name
CSZT03D7AA	1	Bolt - M8X1.25X30.00 Rear Child Seat Tether <i>(3 required, 3 per C-kit)</i>
CSZT03D6AA	2	Bolt - M12X1.75X50.50 Seat to Floor and Center Shoulder Belt Retainer (Larger Washer) <i>(7 required, 6 per C-kit)</i>

In a future date, we plan to modify the qty of bolts included in kit CSZT03D6AA to be 7 bolts

- 3) Force Web Requests.
 - 1) Web requests are processed on a weekly basis on Friday mornings. By the following Monday, dealers will be able to view the web requests which were fulfilled and those requests which were closed without being filled.
 - 2) While we allow for force web requests, we understand it is a time-consuming process, and advise dealers to be mindful of the weekly cycle. A best practice maybe to limit web requests to align with the quantity of vehicles the dealership is able to repair per week.

