
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Monday, March 17, 2014 9:55 AM
To: 1
Subject: Internal notification for: G_0000187754 Upcoming Safety Recalls 13454 and 14063 - Ignition Switch Replacement - Part Information and Ordering Guidelines

Date: 3/17/2014 Ref. number: Service / Field Action / G_0000187754
Subject: **Upcoming Safety Recalls 13454 and 14063 - Ignition Switch Replacement - Part Information and Ordering Guidelines**

**GM CUSTOMER CARE AND AFTERSALES
DCS3160
URGENT - DISTRIBUTE IMMEDIATELY**

Date: March 17, 2014

Subject: Upcoming Safety Recalls 13454 and 14063
Ignition Switch Replacement
Part Information and Ordering Guidelines

Models: 2005-2007 Chevrolet Cobalt
2006-2007 Chevrolet HHR
2005-2006 Pontiac Pursuit (Canada Only)
2006-2007 Pontiac Solstice
2007 Pontiac G5
2003-2007 Saturn Ion
2007 Saturn Sky

To: All General Motors Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, Used Vehicle Sales Manager, and Warranty Administrator

The purpose of this message is to provide important information about part availability and ordering guidelines. The new ignition switch part number is 23215459. We expect to have an initial supply of these parts to begin filling dealer orders on April 7, 2014. However, until a more abundant supply of parts is available, the following ordering guidelines will be in place and strictly monitored.

- An order writing control of '1' will be used. All orders will backorder and be held in queue for review.

- If a customer expresses concern prior to part availability, refer to Administrative Message G_0000186726 for customer handling options. You may capture their part need by placing a VIN specific SPAC order on their behalf.
- For Saturn VIN's it will be necessary to contact SPAC for order placement. For all other VIN's it is strongly recommended that you do NOT contact SPAC but place a CSO (not CSO3) order and upgrade the order yourself. This will help SPAC manage the anticipated spike in call volume and will help avoid long wait times.
- Only one order per VIN will be filled. All SPAC cases will be put through a VIN validation process and duplicate orders will be cancelled.
- Until inventory availability improves, please do not place orders until you are contacted by the vehicle owner.
- As stock becomes available, SPAC cases will be filled and remaining stock will be used to replenish PDC's and dealers via RIM/CCA generated orders.
- Due to the extreme supply constraint it is not possible to allow dealers to order for shelf stock. Any replenishment (stock) orders not created by CCA will be cancelled.
- Until availability improves, this part will not be SPRINT eligible.

Until the recall repair has been performed, customers should be advised that it is very important that they remove all items from their key rings, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.

The Investigate Vehicle History screen in the Global Warranty Management system has been updated with all involved vehicles. We expect the recall bulletin will be released on April 7, 2014. We will continue to update you as the part availability situation changes.

**END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES**

Contact name:	E-Mail:
Department: Service - Brand Quality	Phone:
Intended roles: General Manager, Parts & Service Director, Parts Manager, Service Advisor, Used Vehicle Sales Manager, Warranty Administrator	
Archives: 4/17/2014	Expires: 3/17/2015