
From: Beverly Ogans
Sent: Thursday, April 17, 2014 1:26 PM
To: on
Subject: FW: Internal notification for: G_0000190296 2014 Camaro Z/28 Parts Restriction
Attachments: 2014 Camaro Z-28 Parts Restriction.htm

From: gm_gmssg_q01 [mailto:nobody@gm.com]
Sent: Thursday, April 17, 2014 1:22 PM
To: Beverly Ogans
Subject: Internal notification for: G_0000190296 2014 Camaro Z/28 Parts Restriction



Date: 4/17/2014 Ref. number: Service / Service Operations / G_0000190296
Subject: **2014 Camaro Z/28 Parts Restriction**

GM CUSTOMER CARE & AFTERSALES
URGENT - DISTRIBUTE IMMEDIATELY

DATE	April 17, 2014
SUBJECT	Z/28 Parts Restriction
MODELS	2014 Camaro Z/28
TO	All Chevrolet Dealers
ATTN	Parts Manager, Parts Counter Person, Service Manager, Sales Manager, Warranty Administrator

Please make sure all Parts Counter People are aware of this information.

With the launch of the new Camaro Z/28, approximately 40 different Z/28 specific parts will be placed on restriction. This action is being taken to protect the vehicle's brand and customer by preventing the "cloning" of the Z/28.

When a restricted Z/28 specific part is required (warranty or customer pay), the Parts Dept. must contact the PQC before the part order will be processed. PIC5893 will be viewable in April 18th and will contain the list of restricted parts. When placing an order for a restricted part, the Parts Department counter person will be responsible for providing the following Inf PQC agent:

- Warranty Repair Order or Customer Pay Parts Counter Sales Ticket Number
- The VIN of the 2014 Chevrolet Camaro Z/28
- Part Number being ordered
- Customer's last name

Part orders for the restricted parts will be monitored and reported to the Camaro Program Team, GM Regional Warranty Managers and appropriate Field personnel.

Z/28 parts replaced for warranty, will be requested back through the parts return process, for analysis.

We appreciate your support and cooperation.

END OF MESSAGE
GM CUSTOMER CARE & AFTERSALES

Contact name: A E-Mail:
Department: Service - Brand Quality Phone:
Intended roles: Parts Counter Person, Parts Manager, Sales Management, Service Advisor, Service Manager, Warranty Administrator
Archives: 10/17/2014 Expires: 4/17/2015