



Certified Service

Date: 5/20/2014

Ref. number: Service / Service Operations / G_0000192219

Subject: **Ignition Switch Parts Order Reconciliation**

To: Chevrolet, Buick, GMC and Cadillac Dealer Principals, Parts and Service Directors, and Parts Managers

As you are aware, effective April 16, 2014, we simplified the Dealer parts ordering process for Recall Campaigns 13454A and 14063A (part # 23215459) and 14092 (part # 23228993) to make it easier for Dealers to match orders to customers. **For orders entered on or after April 16, the information Dealers place in the Control Number field and in the Notes field at the time of order entry will be displayed on the pick tag, the invoice and e-packing slip for the Dealer's reference.** Any order submitted for part number 23215459 with a 2008-2011 VIN in the Notes field will be converted to the appropriate kit.

The attached matrix (Ignition Switch Reference Guide 5 20 14.pdf) is being provided as an additional reference of part number ordered versus kit shipped.

To help Dealers match orders entered prior to April 16 to customers, a report is now available on GMProgramInfo.com that provides summary information for each SPAC case Dealers opened for these parts through April 15, 2014. For each applicable order, the report includes:

- SPAC case number
- Date of order entry
- Dealer entered control number
- The VIN GM has on record for the SPAC case opened

This report is posted on the CCA tab within GMProgramInfo.com, under the 'Reports & Recognition' menu.

For parts ordered prior to April 16, this report should be used to verify that the correct parts for each VIN are provided to the technician for installation.

Dealers who entered CSO Ignition switch orders for part number 23215459 prior to 4/16/2014 may choose to upgrade those orders to SPAC cases before close of business on 5/31/2014. Orders must be upgraded via Parts Workbench. The Service Parts Assistance Center (SPAC) is unable to place, upgrade or provide information on ignition switch recall-related orders. Any orders that are not upgraded by 5/31/2014 will be cancelled, and Dealers will need to follow the order process described in message [G_0000189595](#).

Message Attachment(s):

[Ignition Switch Reference Guide 5 20 2014.pdf](#) Acrobat PDF (197.3KB)

[05-20-14 Copy of this message G_0000192219 - Ignition Switch Parts Order Reconciliation.pdf](#) Acrobat PDF (15.32KB)

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Department: Customer Care & Aftersales WHQ

Phone:

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

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