

From: Sarah Missentzis
Sent: Wednesday, December 18, 2013 3:16 PM
To: 'LISA.M.AUGUSTINE@DELPHI.COM'
Subject: PN 10392423, Ign Switch - FIELD ACTION
Importance: High

Hi Lisa,

Per the voicemail I just left you, I am looking for a build and ship plan for a large volume of this part to support an urgent Field Action for our customers.

I will need to secure a total of 500,000 pcs, at this time. I am not sure if you have any stock you can provide prior to the Holiday break or not, please let me know so I can make the manual adds to the system to accommodate.

Thank you,

Sarah Missentzis
Top 100 Project Manager
An Employee of Menlo Worldwide Logistics
C/O GM Customer Care & Aftersales
P: [REDACTED]
sarah.missentzis@gm.com

From: Sarah Missentzis [<mailto:sarah.missentzis@gm.com>]
Sent: Thursday, December 19, 2013 2:57 PM
To: Augustine, Lisa M
Subject: RE: PN 10392423, Ign Switch - FIELD ACTION **URGENT**
Importance: High

Lisa,
Please confirm you received my messages and are working on a plan.

Thank you,

Sarah Missentzis
Top 100 Project Manager
An Employee of Menlo Worldwide Logistics
C/O GM Customer Care & Aftersales
P [REDACTED]
[REDACTED]@gm.com

CONFIDENTIAL

DLPH MDL 0004240

From: Augustine, Lisa M [<mailto:lisa.m.augustine@delphi.com>]

Sent: Thursday, December 19, 2013 3:28 PM

To: Sarah Missentzis

Cc: Nepomuceno, Maria E; Atwell, Debbie; Kathryn Kralik; ANTHONY.J.SIMONTON (DELPHI.COM)

Subject: RE: PN 10392423, Ign Switch - FIELD ACTION **URGENT**

Importance: High

Sarah,

We are shipping 90 pieces to Landaal this week and do not have another order scheduled until June 2014. What time frame are you looking for the 500,000. We only shipped 11,445 pieces to GMCCA between 12/12 and 12/13 so this would be a huge increase in production for us. Please advise if this would be a firm order.

Best Regards,

Lisa Augustine

Lisa Augustine
DPSS COP Specialist
Delphi

██████████
Fax # 765-451-3457

From: Sarah Missentzis [mailto:sarah.missentzis@gm.com]

Sent: Thursday, December 19, 2013 3:43 PM

To: Augustine, Lisa M

Cc: Nepomuceno, Maria E; Atwell, Debbie; Kathryn Kralik; Simonton, Anthony J; Christine M. Witt

Subject: RE: PN 10392423, Ign Switch - FIELD ACTION ****URGENT****

Importance: High

Lisa,

Yes, it is a huge increase. It is to support a Field Action for large vehicle population.

I placed the order today at lead time (4/14) so you will see it in your EDI on Monday. I would need to start seeing shipments ASAP. Please put together and aggressive plan and I can adjust the schedule accordingly.

Thank you,

Sarah Missentzis

Top 100 Project Manager

An Employee of Menlo Worldwide Logistics

C/O GM Customer Care & Aftersales

P: [REDACTED]

sarah.missentzis@[REDACTED].com

CONFIDENTIAL

DLPH MDL 0004239

From: Simonton, Anthony J
Sent: Thursday, December 19, 2013 4:20 PM
To: Sarah Missentzis; Augustine, Lisa M; Dowling, Susan M
Cc: Nepomuceno, Maria E; Atwell, Debbie; Kathryn Kralik; Christine M. Witt
Subject: RE: PN 10392423, Ign Switch - FIELD ACTION **URGENT**

Susan, I talked to Sarah briefly this afternoon and there is not much information available about this field fix at this time. You will probably want to start identifying the team of people that will need to develop and execute a plan. I told Sarah that won't happen until January 2014.

Anthony Simonton
Account Manager
Delphi Products & Service Solutions

CONFIDENTIAL

DLPH MDL 0004243

From: Simonton, Anthony J
Sent: Friday, December 20, 2013 8:33 AM
To: Dowling, Susan M
Subject: FW: PN 10392423, Ign Switch - FIELD ACTION **URGENT**

10392423 (NME74176307S)

FYI:

- This part is in the 2014 PMPI file I sent to you a few days ago
- Currently \$5.17/pc
- Potential revenue at current price and projected volume (500K pcs) is approximately \$2.6M
- Sarah didn't seem to know many details. She said Christine Witt could provide more information.
- She did say over 700K vehicles could be impacted by this field fix.
- I didn't ask her what quantity(ies) GM is entering this week. I can't believe they would enter anything for a high-volume field fix/campaign before discussing the situation with the supplier. Perhaps they have talked to somebody at E&S.

Hope this helps.

Have a very Merry Christmas and an awesome New Year.

Anthony Simonton

Account Manager
Delphi Products & Service Solutions



Message

From: Dowling, Susan M [susan.m.dowling@delphi.com]
Sent: 12/20/2013 2:15:58 PM
To: Bryant-Veneable, Jill [jill.bryant.veneable@delphi.com]
CC: Simonton, Anthony J [anthony.j.simonton@delphi.com]
Subject: FW: PN 10392423, Ign Switch - FIELD ACTION ****URGENT****

Hi Jill,

Please see note below....potential field fix with GM CCA. Tony was kind enough to look at the details and potential impact. Large number, until we have more details, please, please do not share the number.

Merry, Merry and THANKS Tony!!

Susan

Susan Dowling
DPSS
OE Service Account Management -
Delphi WHQ, Bldg D



Message

From: Dowling, Susan M [susan.m.dowling@delphi.com]
Sent: 12/20/2013 2:43:53 PM
To: Nepomuceno, Maria E [maria.e.nepomuceno@delphi.com]; Casas, Jose G [jose.g.casas@delphi.com]
CC: Calvert, Derek [derek.calvert@delphi.com]; Bryant-Veneable, Jill [jill.bryant.veneable@delphi.com]; Augustine, Lisa M [lisa.m.augustine@delphi.com]; Black, Steve L [steve.l.black@delphi.com]; Atwell, Debbie [debbie.atwell@delphi.com]
Subject: FW: PN 10392423, Ign Switch - FIELD ACTION **URGENT**

Hi Maria & Jose,

You may have gotten this note already but can you help me gather the key folks we will need to manage this huge quantity of parts GM CCA is looking for? It is for Ignition Switch GM p/n 10392423, Delphi p/n NME74176307S and is part of a field fix. Not our issue, but part of the solution. I do not know why we are just finding out about this but the potential revenue is significant. Current price is around \$5 and they are thinking they will need upwards of 500,000 units, possibly more.

They will take units at any time, even before the end of the year. I am not asking to do anything crazy, but if you happen to have material and want to try and get some out this year, that is up to you, we would just have to get the order placed in TOMs by CCA and I can help with that.

In the meantime let me know the players and I will get a meeting together as soon as we return from the holiday.

Thanks and have a Merry Christmas!
Susan

Susan Dowling
DPSS
OE Service Account Management -
Delphi WHQ, Bldg D
[REDACTED]
[REDACTED]

From: Sarah Missentzis [mailto:sarah.missentzis@gm.com]

Sent: Tuesday, January 07, 2014 10:56 AM

To: Dowling, Susan M

Subject: PN 10392423, Ign Switch

Hi Susan,

I spoke with Chris Witt and she confirmed my thoughts that is will be a phased launch due to volume. It involves 709,000 (model year 2005-2007) Cobalt/Pursuit/G5 vehicles.

Thank you,

Sarah Missentzis

Top 100 Project Manager

An Employee of Menlo Worldwide Logistics

C/O GM Customer Care & Aftersales

[REDACTED]

[REDACTED] gm.com

From: Dowling, Susan M [<mailto:susan.m.dowling@delphi.com>]
Sent: Tuesday, January 07, 2014 10:59 AM
To: Sarah Missentzis
Subject: RE: PN 10392423, Ign Switch

Thank you Sarah.

Ok, this is good information. I would assume, CCA would take units as soon as available, correct?

Thanks
Susan

Susan Dowling
DPSS
OE Service Account Management -
Delphi WHQ, Bldg D



Message

From: Sarah Missentzis [sarah.missentzis@gm.com]
Sent: 1/7/2014 3:56:11 PM
To: Dowling, Susan M [susan.m.dowling@delphi.com]
Subject: PN 10392423, Ign Switch

Hi Susan,

I spoke with Chris Witt and she confirmed my thoughts that it will be a phased launch due to volume. It involves 709,000 (model year 2005-2007) Cobalt/Pursuit/G5 vehicles.

Thank you,

Sarah Missentzis
Top 100 Project Manager
An Employee of Menlo Worldwide Logistics
C/O GM Customer Care & Aftersales
[REDACTED]
sarah.missentzis@gm.com

Message

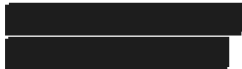
From: Dowling, Susan M [susan.m.dowling@delphi.com]
Sent: 1/7/2014 3:58:40 PM
To: Sarah Missentzis [sarah.missentzis@gm.com]
Subject: RE: PN 10392423, Ign Switch

Thank you Sarah.

Ok, this is good information. I would assume, CCA would take units as soon as available, correct?

Thanks
Susan

Susan Dowling
DPSS
OE Service Account Management -
Delphi WHQ, Bldg D



From: Sarah Missentzis
Sent: Tuesday, January 14, 2014 4:21 PM
To: 'Dowling, Susan M'
Subject: RE: PN 10392423, Ign Switch
Importance: High

Hi Susan,
Please provide the plan we spoke about late last week. I need to provide the planning team something tomorrow.

Thank you,

Sarah Missentzis
Top 100 Project Manager
An Employee of Menlo Worldwide Logistics
C/O GM Customer Care & Aftersales
[REDACTED]
sarah.missentzis@gm.com

From: Sarah Missentzis [mailto:sarah.missentzis@gm.com]
Sent: Wednesday, January 15, 2014 2:20 PM
To: Dowling, Susan M
Cc: Christine M. Witt
Subject: RE: PN 10392423, Ign Switch
Importance: High

Susan,
I left you another message.

Please get back with me today with your ship plan. Please understand that we have to be able to provide timing and see what we can do to improve it. Delphi was notified of this urgent issue before Christmas and I have yet to see a plan.

Please get me something by 4 PM today!!

Thank you,

Sarah Missentzis
Top 100 Project Manager
An Employee of Menlo Worldwide Logistics

CONFIDENTIAL

DLPH MDL 0004262

Message

From: Dowling, Susan M [susan.m.dowling@delphi.com]
Sent: 1/15/2014 7:27:40 PM
To: Sarah Missentzis [sarah.missentzis@gm.com]
CC: Christine M. Witt [christine.m.witt@gm.com]
Subject: RE: PN 10392423, Ign Switch

Hi Sarah,

I will give you a call back as well. We are awaiting one last confirmation from our supplier Koa in order for me to provide a ship plan. I can tell we are being aggressive to get the material.

We will have some significant expediting, OT, and tooling charges associated with the plan.

Thank you,
Susan

Susan Dowling
DPSS
OE Service Account Management -
Delphi WHQ, Bldg D

[REDACTED]
[REDACTED]

From: Dowling, Susan M
Sent: Tuesday, January 21, 2014 8:52 AM
To: 'Sarah Missentzis'
Subject: GM CCA Field Fix - 10392423

Morning Sarah,

Per our phone conversation please find the attached plan for shipping 500,000 units of GM p/n 10392423.

You can see from the attached we can get to 30,000 units per week if we duplicate our bottleneck process (EOL tester). If not, 15,000 pieces per week (with overtime). The largest cost is for the circuit board and is required regardless. The supplier is in China and they will begin their New Year holiday next week, so the sooner we can get this kicked off, we can avoid the delay of their holiday. They are willing to work through it, but we need to have them kicked off.

In order to kick off the supply base and Delphi manufacturing we request the spot buy be issued for \$390,250 as outlined on the attached.

If you have any questions, please let me know.

Thank you,
Susan

Susan Dowling
DPSS
OE Service Account Management -
Delphi WHQ, Bldg D

[Redacted]
[Redacted]

Message

From: Dowling, Susan M [susan.m.dowling@delphi.com]
Sent: 1/21/2014 1:51:49 PM
To: Sarah Missentzis [sarah.missentzis@gm.com]
Subject: GM CCA Field Fix - 10392423

Morning Sarah,

Per our phone conversation please find the attached plan for shipping 500,000 units of GM p/n 10392423.

You can see from the attached we can get to 30,000 units per week if we duplicate our bottleneck process (EOL tester). If not, 15,000 pieces per week (with overtime). The largest cost is for the circuit board and is required regardless. The supplier is in China and they will begin their New Year holiday next week, so the sooner we can get this kicked off, we can avoid the delay of their holiday. They are willing to work through it, but we need to have them kicked off.

In order to kick off the supply base and Delphi manufacturing we request the spot buy be issued for \$390,250 as outlined on the attached.

If you have any questions, please let me know.

Thank you,
Susan

Susan Dowling
DPSS
OE Service Account Management -
Delphi WHQ, Bldg D



From: Dowling, Susan M [<mailto:susan.m.dowling@delphi.com>]

Sent: Monday, January 27, 2014 10:12 AM

To: Sarah Missentzis

Subject: FW: GM CCA Field Fix - 10392423

Hi Sarah,

Per our phone conversation, the Chinese New Year is throwing some issues in the time, as a key supplier is located there.

Delphi had quoted on the attached we could begin shipping to GM CCA (5) weeks after the receipt of the spot buy PO from GM CCA. Delphi needs to have the PR# for the spot buy today in order to still meet this timing. If the PR# is rec'd after today, Jan 27th, then the timing will be 8 weeks after the receipt of the spot buy PO.

Thank you,

Susan

Susan Dowling
DPSS
OE Service Account Management -
Delphi WHQ, Bldg D



From: Sarah Missentzis [<mailto:sarah.missentzis@gm.com>]

Sent: Monday, January 27, 2014 12:41 PM

To: Dowling, Susan M

Subject: RE: GM CCA Field Fix - 10392423

Hi Susan,

I received an update from the buyer, Jonathan Woods and he, the engineer and tooling analyst still need to evaluate the quote further so we will not be able to provide the PR # today. They will be meeting tomorrow morning. I will advise when I know more.

Thank you,

Sarah Missentzis

Top 100 Project Manager

An Employee of Menlo Worldwide Logistics

C/O GM Customer Care & Aftersales

P: 810.606.4034

████████.missentzis@gm.com

From: Dowling, Susan M [<mailto:susan.m.dowling@delphi.com>]

Sent: Monday, January 27, 2014 2:34 PM

To: Sarah Missentzis

Subject: RE: GM CCA Field Fix - 10392423

Hi Sarah,

Thank you for the update. Please just note the timing adjustment I mentioned below.

Let me know if you or the team needs any additional information from me.

Thank you

Susan

Susan Dowling

DPSS

OE Service Account Management -

Delphi WHQ, Bldg D

[REDACTED]
[REDACTED]

Message

From: Dowling, Susan M [susan.m.dowling@delphi.com]
Sent: 1/27/2014 3:12:13 PM
To: Sarah Missentzis [sarah.missentzis@gm.com]
Subject: FW: GM CCA Field Fix - 10392423

Hi Sarah,

Per our phone conversation, the Chinese New Year is throwing some issues in the time, as a key supplier is located there.

Delphi had quoted on the attached we could begin shipping to GM CCA (5) weeks after the receipt of the spot buy PO from GM CCA. Delphi needs to have the PR# for the spot buy today in order to still meet this timing. If the PR# is rec'd after today, Jan 27th, then the timing will be 8 weeks after the receipt of the spot buy PO.

Thank you,

Susan

Susan Dowling
DPSS
OE Service Account Management -
Delphi WHQ, Bldg D



From: Sarah Missentzis [<mailto:sarah.missentzis@gm.com>]

Sent: Thursday, January 30, 2014 8:20 AM

To: Dowling, Susan M

Cc: Christine M. Witt

Subject: RE: GM CCA Field Fix - 10392423

Hi Susan,

I am being asked that Delphi provide a revised timeline now that the PR #'s have been issued and the PO is making its way through the system.

I will be out of the office starting tomorrow and will not return until 2/10, so if you can be sure to copy Christine Witt, I would appreciate it.

Thank you,

Sarah Missentzis

Top 100 Project Manager

An Employee of Menlo Worldwide Logistics

C/O GM Customer [REDACTED] & Aftersales

[REDACTED]
sarah.missentzis@gm.com

From: Dowling, Susan M
Sent: Friday, January 31, 2014 9:23 AM
To: 'Sarah Missentzis'
Cc: Christine M. Witt
Subject: RE: GM CCA Field Fix - 10392423

Morning Sarah & Chris,
Thank you for the info! Yes, I will get you an updated time line soon.

If you need anything in the meantime, just let me know.
Thanks
Susan

Susan Dowling
DPSS
OE Service Account Management -
Delphi WHQ, Bldg D
[REDACTED]
[REDACTED]

From: Dowling, Susan M [<mailto:susan.m.dowling@delphi.com>]

Sent: Friday, January 31, 2014 9:25 AM

To: Christine M. Witt

Subject: FW: GM CCA Field Fix - 10392423

Morning Chris,

Can you confirm the dollar value on each of the PO's?

PR #'s 0325AZ (Tooling)

PR#'s 0316AZ (Overtime)

Thank you

Susan

Susan Dowling

DPSS

OE Service Account Management -

Delphi WHQ, Bldg D

[REDACTED]
[REDACTED]

From: Jonathan Woods [mailto:jonathan.woods@gm.com]
Sent: Friday, January 31, 2014 10:38 AM
To: Christine M. Witt; Dowling, Susan M
Cc: Sarah Missentzis
Subject: RE: GM CCA Field Fix - 10392423

Overtime PO is for the amount of \$8,250 and the Tooling PO is for \$382,000

From: Christine M. Witt
Sent: Friday, January 31, 2014 10:30 AM
To: Dowling, Susan M; Jonathan Woods
Cc: Sarah Missentzis
Subject: RE: GM CCA Field Fix - 10392423

The CCA buyer is Jonathan Woods. Perhaps he can tell you the amount on each PR.

Jonathan, Sarah is already gone for VAC, can you answer Susan's below inquiry?

Christine M. Witt-Leech

Senior Coordinator – Parts Alerts

GM Customer Care & Aftersales



Email: christine.m.witt@GM.com

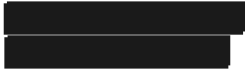
Message

From: Dowling, Susan M [susan.m.dowling@delphi.com]
Sent: 1/31/2014 3:39:02 PM
To: Jonathan Woods [jonathan.woods@gm.com]
Subject: RE: GM CCA Field Fix - 10392423

Thank you Both.

Have a good weekend,
Susan

Susan Dowling
DPSS
OE Service Account Management -
Delphi WHQ, Bldg D



From: Christine M. Witt [mailto:christine.m.witt@gm.com]

Sent: Wednesday, February 05, 2014 8:37 AM

To: Dowling, Susan M

Cc: Cindy Hassien

Subject: PN 10392423, ign switch

Susan,

Can you provide ship quantities and ship dates of this part to GMCCA from 2006 to 2009 ?

Our records show a receipt in July 2006, and then no other shipments or receipts until January 2009!

Do you know if there was a different part number shipped for this vehicle usage between 2006 and 2009 ?

We are very puzzled why there is a 3 year gap in shipments of PN 10392423. My engineering file doesn't show any part number change history either .

Christine M. Witt-Leech

Senior Coordinator – Parts Alerts

GM Customer Care & Aftersales



Message

From: Christine M. Witt [christine.m.witt@gm.com]
Sent: 2/5/2014 1:36:37 PM
To: Dowling, Susan M [susan.m.dowling@delphi.com]
CC: Cindy Hassien [cindy.hassien@gm.com]
Subject: PN 10392423, ign switch

Susan,

Can you provide ship quantities and ship dates of this part to GMCCA from 2006 to 2009 ?

Our records show a receipt in July 2006, and then no other shipments or receipts until January 2009!

Do you know if there was a different part number shipped for this vehicle usage between 2006 and 2009 ?

We are very puzzled why there is a 3 year gap in shipments of PN 10392423. My engineering file doesn't show any part number change history either .

Christine M. Witt-Leech

Senior Coordinator – Parts Alerts

GM Customer Care & Aftersales

[REDACTED]

[REDACTED] GM.com

From: Dowling, Susan M
Sent: Wednesday, February 05, 2014 4:31 PM
To: 'Christine M. Witt'
Cc: Cindy Hassien
Subject: RE: PN 10392423, ign switch

Hi Chris,

Delphi shows the quantities shipped as attached.

Ship Date is in column F, Quantity in Column G.

If you have any other question, please let me know.

Thanks
Susan

Susan Dowling
DPSS
OE Service Account Management -
Delphi WHQ, Bldg D

[REDACTED]
[REDACTED]

Message

From: Dowling, Susan M [susan.m.dowling@delphi.com]
Sent: 2/5/2014 8:20:45 PM
To: Christine M. Witt [christine.m.witt@gm.com]
Subject: RE: PN 10392423, ign switch

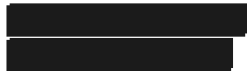
Hi Chris,

Yes, customer service is pulling our data and I will send to you as soon as I get it.

Thanks

Susan

Susan Dowling
DPSS
OE Service Account Management -
Delphi WHQ, Bldg D



From: Dowling, Susan M [mailto:susan.m.dowling@delphi.com]

Sent: Monday, February 10, 2014 10:22 AM

To: Christine M. Witt

Cc: Cindy Hassien; Sarah Missentzis; Nepomuceno, Maria E

Subject: RE: PN 10392423, ign switch

Hi Chris & Sarah,

Please find attached the ship plan for the subject GM p/n 10392423. Please confirm CCA will adjust schedules to match these weekly shipments.

If you have any questions please let me know.

THANK YOU!

Susan

Susan Dowling

DPSS

OE Service Account Management -

Delphi WHQ, Bldg D

[REDACTED]
[REDACTED]

From: Sarah Missentzis [<mailto:sarah.missentzis@gm.com>]
Sent: Tuesday, February 11, 2014 10:06 AM
To: Dowling, Susan M; Christine M. Witt
Cc: Cindy Hassien; Nepomuceno, Maria E
Subject: RE: PN 10392423, ign switch

I received your message this morning and I will work on loading out the weekly releases this week. You should see everything in line on Monday.

Thank you,

Sarah Missentzis
Top 100 Project Manager
An Employee of Menlo Worldwide Logistics
C/O GM Customer Care & Aftersales
[REDACTED]
sarah.missentzis@gm.com

From: Dowling, Susan M [mailto:susan.m.dowling@delphi.com]

Sent: Tuesday, February 11, 2014 10:40 AM

To: Sarah Missentzis

Subject: RE: PN 10392423, ign switch

Hi Sarah,

Thank you. Hope you enjoyed your time away ☺

Do you have an update for the hard copy spot buy PO?

Thank you

Susan

Susan Dowling

DPSS

OE Service Account Management -

Delphi WHQ, Bldg D

████████████████████
████████████████████

Message

From: Sarah Missentzis [sarah.missentzis@gm.com]
Sent: 2/11/2014 3:57:43 PM
To: Dowling, Susan M [susan.m.dowling@delphi.com]
Subject: RE: PN 10392423, ign switch

The smaller PO has been approved by Finance and is in the final stages of completion and the larger PO is still pending Finance approval, likely due to the amount.

Thank you,

Sarah Missentzis
Top 100 Project Manager
An Employee of Menlo Worldwide Logistics
C/O GM Customer Care & Aftersales
[REDACTED]
[REDACTED]@gm.com

Message

From: Christine M. Witt [christine.m.witt@gm.com]
Sent: 2/13/2014 3:28:40 PM
To: Dowling, Susan M [susan.m.dowling@delphi.com]
CC: Sarah Missentzis [sarah.missentzis@gm.com]
Subject: RE: PN 10392423, ign switch

This "Safety" issue was reported to NHTSA today. GM now has 60 days to notify all involved vehicle owners. This takes us to around April 8. (when we will only have about 50,000 pcs from Delphi) There are a total of 778,562 involved VINS.

I have shared your shipping plan with my management, and as a result we will plan to begin notifying vehicle owners in early April. The adherence to the shipping schedule by Delphi will be crucial to ensure part availability.

If there is anything more than can be done to expedite the flow of parts from Delphi to CCA, please advise where we can assist.

Christine M. Witt-Leech

Senior Coordinator – Parts Alerts
GM Customer Care & Aftersales

████████████████████
Email: christine.m.witt@GM.com