

**BULLETIN: 03D-174** 

INES: ALL

# PROGRAM/PROMOTION BULLETIN

TO: ALL DISTRIBUTORS DATE: DECEMBER 19, 2003

FROM: D. BIDGOOD AND C. J. BRANDT

**ACDelco PORTFOLIO MANAGERS** 

SUBJECT: LONG-TERM PARTS SUPPORT PROGRAM

## **DESCRIPTION:**

Vintage Parts, LLC, is a supplier of parts GM no longer makes available to their customers due to low demand. Previously, these parts would have been scrapped. Vintage Parts provides Warehouse Distributors with a long-term parts support program. This concept maintains long-term parts availability and assists with customer satisfaction.

Vintage Parts has been servicing GM Dealers since 1999. We are now pleased to provide this service to the ACDelco Warehouse Distributors. The ACDelco Warehouse Distributors will be able to purchase the GM/ACDelco Common parts along with GM Exclusive parts that are stocked at Vintage Parts.

#### **EFFECTIVE DATE:**

**Immediately** 

#### **ORDER INPUT:**

Vintage Parts stocks many parts that have been discontinued by GM. The process to obtain discontinued parts is as follows:

- Place orders with Vintage Parts by calling toll free 877-846-8243 or fax toll free to 800-368-8822 or 920-887-8446.
- Vintage Parts Customer Service Representative hours are 7:00 a.m. to 7:00 p.m., Monday–Friday, and 7:30 a.m. to 1:30 p.m., on Saturdays, (Central Time).
- The Vintage Parts ordering process requires Warehouse Distributor name and address, part number, description, quantity, and "ship to" address. *It is critical that the part number is known before contacting Vintage Parts; Vintage Parts can only provide inventory availability by part number.*
- Vintage Parts will pick, pack, and ship 90% of its orders the same day as ordered.
- Orders are normally shipped UPS/FedEx ground, with delivery expected in 1–4 days.
- The Warehouse Distributor may request expedited shipping service. The Warehouse Distributor will bear all premium shipping expenses.
- Vintage Parts provides a 30-day, "no-fault" return policy.

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### **GENERAL INFORMATION:**

- Parts listing will be posted in EPIC in Excel spreadsheets as they are removed from the GM system and sent to Vintage Parts. This information can be found in EPIC under Periodical Inquiry within the Vintage Parts Publication Type. New parts listings will be published approximately 10 times per year. Warehouse Distributors will be notified of these listings via an EPIC sign-on message. There are approximately 48,000 total GM/ACDelco Common and GM Exclusive part numbers at this time.
- Contact Vintage Parts for the current part price.
- Vintage Parts will bill the Warehouse Distributor directly for part orders and applicable premium shipping charges (domestic customers, including Alaska and Hawaii, receive free ground freight).
- Vintage Parts will sell the part without warranty of any kind, expressed or implied; that is, part will be sold "as is."
- Parts are non-returnable to GM.
- Future enhancements to the program that are being investigated include:
  - Linkage in EPIC to the Vintage Parts website
  - ACDelco catalogs listing parts that are available through Vintage Parts