



Recall Bulletin



SERVICE PARTS RECALL

SUBJECT: Ignition Switch Replacement

MODELS: Various Serviced Vehicles

This recall relates to safety recall 14092. GM records indicate that a recalled ignition switch or housing kit may have been installed during the repair of various vehicles for which the defective ignition switch was not released. Dealers are to inspect and replace if the defective ignition switch part number is found. Involved dealers are identified in the file attached to the GM GlobalConnect message announcing this recall.

CONDITION

GM Parts and ACDelco Ignition & Start Switch, service part number 10392423, and the following Ignition & Start Switch Housing Kits that contain or may contain part number 10392423: GM Parts and ACDelco service part numbers 10392737, 15857948, 15854953, 15896640, and 25846762, are the subject of safety recall 14092. GM records indicate these recalled service parts may have been installed during repairs in some vehicles for which the defective parts were not released. These vehicles are outside the recalled vehicle population for safety recalls 13454, 14063 and 14092.

CORRECTION

Dealers are to inspect and, if necessary, replace the ignition switch.

VEHICLES INVOLVED

Various vehicles may have had a defective ignition switch installed during a service visit. These vehicles have been identified through a search of GM sales records for service part number 10392423. See the file attached to the GM GlobalConnect message announcing this recall for a list of the involved vehicles.

These identified vehicles will also be updated by Vehicle Identification Number (VIN) on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management (GWM) system. GM District Managers of Aftersales will work with identified dealers to contact owners.

For dealers with involved vehicles that can be identified by VIN, a listing with involved vehicles containing the complete VIN, customer name, and address information has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports

portal. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
Refer to Appropriate Parts Catalog	Ignition and Start Switch	1

SERVICE PROCEDURE

Inspect / Replace Ignition and Start Switch

1. Refer to Ignition and Start Switch Replacement in Service Information (SI) to remove the column trim and inspect the switch part number.
2. If the part number is not 10392423 or 15886190, no further action is required. Reassemble column.
3. If the part number is 10392423 or 15886190, the switch must be replaced in accordance with the SI

COURTESY TRANSPORTATION

For purposes of this recall, it is permissible to offer courtesy transportation to those customers who require alternate transportation while the vehicle is in for the recall inspection and/or repair. The availability of courtesy transportation is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9100450	Inspect Ignition and Start Switch - No Further Action Required	1.0
9100451	Replace Ignition and Start Switch (Includes Inspection)	1.5

CUSTOMER NOTIFICATION – For U.S. and Canada

General Motors will work with involved dealers to notify identified customers of this recall on their vehicle.

