

GM CUSTOMER CARE AND AFTERSALES  
DCS3183  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 19, 2014

Subject: Upcoming Safety Recall 14294  
Ignition Key

Models: 2010-2014 Chevrolet Camaro

To: All Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, New Vehicle Sales Manager, Used Vehicle Sales Manager, and Warranty Administrator

Vehicles involved in this recall were placed on stop delivery June 12, 2014 via GlobalConnect Message # G\_0000193923.

As we work through the details of safety recall 14294, we want to provide dealers an update of what the recall will include and actions you should take to prepare for the release of the recall.

The recall will require separating the key from the fob and replacing the key. The original key blade will need to be scrapped. Customers will be instructed to contact dealers ahead of time to initiate the part order.

Dealers should take the following steps to prepare for the launch of recall 14294:

- Establish a process within the dealership to receive calls from consumers related to 14294, initiate the part order. We would recommend you contact the customer after parts arrive, to schedule an appointment to complete the recall. This person will require access to Investigate Vehicle History (IVH).
- Remind customers they will need to bring their vehicle, proof of vehicle ownership and both sets of keys to the appointment.
- To reduce the number of rejected orders, dealers will be required to look up the key code and include the key code information and VIN (in that order) in the notes section of the part order
- The recall procedure will include the use of tool BO-51098. All US dealers were shipped this tool in November 2012. Additional tools can be obtained through 1-

800-GM-TOOLS or by visiting [www.GMDEolutions.com](http://www.GMDEolutions.com) (U.S.) or [www.des-canada.ca](http://www.des-canada.ca) (Canada).

- Beginning the week of June 23, 2014, 2015 Camaro's will be ready to begin shipping from the Assembly Plant to dealers. These vehicles will arrive with a pink sticker indicating they contain the separate key and fob and are ready for sale.

Due to the limited number of dealers who have the side mill key cutting equipment, the parts for the recall will be cut prior to shipping parts to the dealer. GM will continue to investigate the possible release of an uncoded key. Due to the anticipated high volume of part orders the first month after the safety recall is released, we expect it could take up to 3-4 weeks to get parts to dealers after the orders have been received. We are working towards a goal of a one week turnaround time between the time the part order is received and parts are delivered to the dealer.

**END OF MESSAGE**  
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