

GM CUSTOMER CARE AND AFTERSALES
DCS3374
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 24, 2014

Subject: 14350B - Safety Recall
Unintended Ignition Key Rotation
Parts and Service Procedure Sections Revised

Models: 2000-2005 Chevrolet Impala
2000-2005 Chevrolet Monte Carlo
1997-2005 Chevrolet Malibu
1999-2004 Oldsmobile Alero
1998-2002 Oldsmobile Intrigue
1999-2005 Pontiac Grand Am
2004-2008 Pontiac Grand Prix

To: All General Motors Dealers

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

The pre-shipment of parts supplied by GMCCA has concluded and the Parts Information section has been revised. Dealers may begin placing orders for key inserts, key cover kits and key rings starting September 24, 2014. A note has also been added to the beginning of the Service Procedure section regarding ignition lock cylinders that have two "ears" protruding from the cylinder. Please discard all copies of bulletin 14350A.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES