

GM CUSTOMER CARE AND AFTERSALES
DCS3498
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 13, 2015

Subject: 14445 - Safety Recall
Unintended Ignition Key Rotation

Models: 2011-2013 Chevrolet Caprice PPV
2008-2009 Pontiac G8

To: All General Motors 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

General Motors is releasing Safety Recall 14445 today. The total number of U.S. vehicles involved is approximately 47,000. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery September 4, 2014. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer. These vehicles are identified in the attached file which is sorted by dealer BAC for your convenience.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Customer Letter Mailing

The customer letter mailing will begin in mid-February.

Global Warranty Management (GWM)

The Investigate Vehicle History screen in GWM will be updated on January 14, 2014.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available on January 20, 2014.

END OF MESSAGE

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