

GM CUSTOMER CARE AND AFTERSALES
DCS3340
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 4, 2014

Subject: Stop Delivery Order for Upcoming Safety Recall 14445

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

To: All General Motors Dealers

Attention: Dealer, Dealer Principal, General Manager, General Sales Manager,
Service Manager, Parts and Service Director, New Vehicle Sales
Manager, and Used Vehicle Sales Manager

STOP DELIVERY ORDER

Effective immediately, stop the delivery of all 2008-2009 model year (MY) Pontiac G8 and 2011-2013 MY Chevrolet Caprice PPV vehicles in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these vehicles. The GM recall number is 14445.

Until further instructions are received, all 2008-2009 MY Pontiac G8 and 2011-2013 MY Chevrolet Caprice PPV vehicles that are in dealer new or used vehicle inventory must be held and not delivered to customers, dealer traded, released to auction, or used for demonstration purposes. It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

There is a risk, under certain conditions, that some drivers may bump the ignition key with their knee and unintentionally move the key away from the "run" position. If this occurs, engine power, and power braking will be affected and power steering may be affected, increasing the risk of a crash. The timing of the key movement out of the "run" position, relative to the activation of the sensing algorithm of the crash event, may result in the airbags not deploying, increasing the potential for occupant injury in certain kinds of crashes.

To correct this condition, dealers will separate the Remote Keyless Entry (RKE) Transmitter from the key blade and housing assembly. Dealers will then discard the original key blade and housing assembly, ensuring that it is not retained by the customer. Dealers will then cut and fit the revised key blade and housing assembly, in

which the blade has been indexed by 90 degrees, to the original RKE transmitter assembly. Until the recall has been performed, it is very important that drivers adjust their seat and steering column to allow clearance between their knee and the ignition key.

We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity is available, the recall bulletin will be released and dealers can begin repairing vehicles. With respect to the 2008-2009 MY Pontiac G8 vehicles, we estimate that 50% of the required parts (100,000 pieces) will be available by February 28, 2015, and that 100% of the required parts (200,000 pieces) will be available by June 30, 2015. With respect to the 2011-2013 MY Chevrolet Caprice PPV vehicles, we estimate that the required parts (45,000 pieces) will be available by the end of December 2014.

The Investigate Vehicle History screen in the Global Warranty Management system has been updated for this upcoming safety recall. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries. Please note the "N/A" under Release Date and the "Incomplete – Remedy Not Yet Available" message under Status. This means release of the recall bulletin is still pending and dealers should not attempt to perform any repairs at this time.

The attached file provides the Vehicle Identification Number (VIN) of the involved vehicles that have been identified as currently being in dealer new vehicle inventory. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. A file identifying involved vehicles in dealer used vehicle inventory is not available.

Additional information will be provided in the near future.

END OF MESSAGE
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