

GM CUSTOMER CARE AND AFTERSALES
DCS3530
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 5, 2015

Subject: 14912 – Service Parts Safety Recall
Ignition Lock Cylinder Binding

Models: Various Serviced Vehicles

To: All GM Dealers

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

General Motors is releasing Service Parts Safety Recall 14912 today. The total number of U.S. vehicles involved that GM can identify through dealer sales records is approximately 7600. Please see the attached bulletin for details.

Various serviced vehicles may have had a suspect part installed during a service visit. A search of General Motors sales records has identified the following 2 categories of sales:

1. **Sales records that contain a VIN.** These identified VINs will be available on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management (GWM) system. GM will contact these customers.
2. **Sales records that do not contain a VIN or customer address.** Attached to this message is a report that identifies the involved dealers and provides an invoice number. Dealers are to search their part sales records to determine the name and address of the purchaser. If the purchaser is the owner of the vehicle, dealers are to send the owner a copy of the letter found in this bulletin, requesting that their vehicle be brought in for repair. If the purchaser is a body shop, independent repair shop, etc., dealers are to contact the repair facility and obtain the owner's name and address and send the owner a copy of the letter. The VIN will not appear in IVH.

Customer Letter Mailing

The customer letter mailing will begin on February 17, 2015.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated February 6, 2015. A report of dealer sales where a VIN or address is not available, is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available February 10, 2015.

END OF MESSAGE
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