

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



# IMPORTANT SAFETY RECALL

September 2014

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in your 2000-2005 model year (MY) Chevrolet Impala and Monte Carlo, 1997-2005 MY Chevrolet Malibu, 1999-2004 MY Oldsmobile Alero, 1998-2002 MY Oldsmobile Intrigue, 1999-2005 MY Pontiac Grand Am and 2004-2008 MY Pontiac Grand Prix vehicle. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- This notice applies to your vehicle, **VIN:** \_\_\_\_\_.
- Your vehicle is involved in GM recall 14350.
- **Until the recall has been performed, it is very important that you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.**
- Schedule an appointment with your GM dealer on or after October 1, 2014.
- The recall repairs will be performed for you at **no charge**.

### Why is your vehicle being recalled?

If the key ring is carrying added weight and the vehicle goes off road or experiences some other jarring event, it may unintentionally move the key away from the “run” position. If this occurs, engine power, power steering and power braking may be affected, increasing the risk of a crash. If the ignition switch is not in the run position, the air bags may not deploy if the vehicle is involved in a crash, increasing the risk of injury or fatality.

### What will we do?

PARTS WILL SOON BE AVAILABLE. We are working as quickly as possible to correct this condition and expect to have sufficient parts to begin repairs by October 1, 2014. When parts are available, your GM dealer will install two key rings and an insert in the key slot or a cover over the key head on all ignition keys. This service will be performed for you at **no charge**. Because of scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 15 minutes.

Also included with this letter is an owner manual supplement. Please review this document and retain it with your vehicle's owner manual.

**What should you do?**

You should contact your GM dealer to arrange a service appointment on or after October 1, 2014. When you arrive for your appointment, please bring both sets of keys. **In the meantime, it is very important that until the recall has been performed, you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.**

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Oldsmobile	1-800-442-6537	1-800-833-6537
Pontiac	1-800-762-2737	1-800-833-7668
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V400.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney  
General Director,  
Customer and Relationship Services

Enclosure  
GM Recall Number: 14350

Supplement to the Owner Manual

*This information is in addition to and/or replaces information located under "Keys" found in Section 2 of your owner manual.*

**WARNING**

If the key is unintentionally rotated while the vehicle is running, the ignition could be moved out of the RUN position. This could be caused by heavy items hanging from the key ring, or by large or long items attached to the key ring that could be contacted by the driver or steering wheel. If the ignition moves out of the RUN position,  
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Part No. 23259399

**WARNING (Continued)**

the engine will shut off, braking and steering power assist may be impacted, and airbags may not deploy. To reduce the risk of unintentional rotation of the ignition key, do not change the way the ignition key and Remote Keyless Entry (RKE) transmitter, if equipped, are connected to the provided key rings.

The ignition key and key rings, and RKE transmitter, if equipped, are designed to work together as a system to reduce the risk of unintentionally moving the key out of the RUN position. The ignition key has a small hole to allow attachment of the provided key ring. It is important that any replacement ignition keys have a small hole. See your dealer if a replacement key is required.

The combination and size of the rings that came with your keys were specifically selected for your vehicle. The rings are connected to the key like two links of a chain to reduce the risk of unintentionally moving the key out of the RUN position. Do not add any additional items to the ring attached to the ignition key. Attach additional items only to the second ring, and limit added items to a few essential keys or small, light items no larger than an RKE transmitter.

