

GM CUSTOMER CARE AND AFTERSALES  
DCS3185  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 11, 2014

Subject: 14113 - Safety Recall  
Replace Ignition Lock Cylinder and Ignition Key

Models: 2005-2010 Chevrolet Cobalt  
2006-2011 Chevrolet HHR  
2006-2010 Pontiac Solstice  
2005-2006 Pontiac Pursuit (Canada Only)  
2007-2010 Pontiac G5  
2003-2007 Saturn Ion  
2007-2010 Saturn Sky

To: All General Motors Dealers

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

General Motors is announcing Safety Recall 14113 today. Please see the attached bulletin for details.

Vehicles involved in this recall are also involved in recall 13454, 14063 or 14092. In the interest of customer satisfaction and to assist with dealer throughput, recall repairs for 13454, 14063 or 14092 and 14113 should be performed in a single visit. Please see the notes provided below for additional information.

GM records indicate that the vehicles subject to this recall (14113) were built with the defective ignition cylinder and have not previously had the ignition cylinder replaced with the redesigned part. Dealers will replace the ignition cylinder then cut and, if necessary, re-learn two new ignition/door keys for each vehicle. All of these vehicles require the ignition switch to be replaced (under recall 13454, 14063 or 14092), in conjunction with replacing the ignition cylinder and the two ignition/door keys.

Vehicles that were built with the redesigned ignition cylinder or had the ignition cylinder replaced with the redesigned part are subject to a different recall (14133), where dealers will cut and, if necessary, re-learn two ignition/door keys only, in addition to replacing the ignition switch (under recall 13454, 14063 or 14092).

Check the Investigate Vehicle History (IVH) screen in the GM Global Warranty Management (GWM) system to determine which additional field action (13454, 14063 or 14092) is applicable. Perform the service procedure provided in that bulletin in conjunction with the repair described in this bulletin.

**Whenever a customer contacts you about the recalls it is imperative that you remind them of the following:**

**Until the recall repairs have been performed, it is very important before exiting the vehicle for customers to make sure the vehicle is in “Park,” or in the case of a manual transmission, to put the transmission into reverse gear and set the parking brake. Also, customers should remove all items from their key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.**

#### **Safety Recalls 13454 and 14063**

Owners of 2007 and earlier model year vehicles will receive notification letters in the near future advising them that parts are becoming available for both recalls (13454 or 14063, and 14133), and they should contact their dealer to arrange a service appointment for the recall repairs. When contacted for a service appointment, schedule the appointment as soon as possible based on parts availability. Please place orders only for the ignition switch part number 23215459 and include the VIN. Orders will be fulfilled with parts needed for both recalls based on this.

#### **Upcoming Safety Recall 14092**

Owners of 2008 and later model year vehicles will receive notification letters in the near future advising them that parts are not yet available for recall 14092. They will receive another letter when parts are available. Parts ordering instructions for the ignition switch for this recall (which is a different part number from the one listed above), will be forthcoming.

#### **Customer Letter Mailing**

The customer letter mailing will begin in the near future. A dealer administrative message will be sent at that time.

#### **Global Warranty Management (GWM)**

The Investigate Vehicle History screen in GWM will be updated on April 15, 2014.

#### **Campaign Initiation Detail Report (CIDR)**

The CIDR will be available in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Replace Ignition Lock Cylinder and Ignition Key

**MODELS:** 2005-2010 Chevrolet Cobalt  
2006-2011 Chevrolet HHR  
2006-2010 Pontiac Solstice  
2005-2006 Pontiac Pursuit (Canada Only)  
2007-2010 Pontiac G5  
2003-2007 Saturn Ion  
2007-2010 Saturn Sky

Vehicles involved in this safety recall are also involved in safety recall 13454, 14063 or 14092. Check the Investigate Vehicle History (IVH) screen in the GM Global Warranty Management (GWM) system to determine which additional field action is applicable. Perform the service procedure provided in that bulletin in conjunction with the repair described in this bulletin.

### CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in all 2005-2010 model year (MY) Chevrolet Cobalt, 2006-2011 MY Chevrolet HHR, 2007-2010 MY Pontiac G5, 2006-2010 MY Pontiac Solstice, 2003-2007 MY Saturn Ion, and 2007-2010 MY Saturn Sky vehicles. Some of these vehicles may have a condition in which the ignition key may be removed when the ignition is not in the "Off" position. If the ignition key is removed when the ignition is not in the "Off" position, unintended vehicle motion may occur: (a) for an automatic transmission, if the transmission is not in "Park"; or (b) for a manual transmission, if the parking brake is not engaged and the transmission is not in reverse gear. This could result in a vehicle crash and occupant or pedestrian injuries.

General Motors has also determined that all 2005 and some 2006 MY Chevrolet Cobalt vehicles and all 2003-2004 MY Saturn Ion vehicles may fail to conform to FMVSS 114, Theft Prevention and Rollaway Prevention, as a result of this condition.

**Whenever a customer contacts you about the recalls it is imperative that you remind them of the following:**

**Until the recall repairs have been performed, it is very important before exiting the vehicle to make sure the vehicle is in "Park," or in the case of a manual transmission, to put the transmission into reverse gear and set the parking brake. Also, customers should remove all items from their key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.**

## CORRECTION

Dealers will replace the ignition cylinder, then cut and, if necessary, re-learn two new ignition/door keys and attach the provided key ring to each key.

**Note:** GM records indicate that these vehicles (subject to recall 14113) were built with the defective ignition cylinder and have not previously had the ignition cylinder replaced with the redesigned part. Dealers will replace the ignition cylinder, then cut and, if necessary, re-learn two new ignition/door keys for each vehicle. All of these vehicles require the ignition switch to be replaced (under recall 13454, 14063 or 14092), in conjunction with replacing the ignition cylinder and the two ignition/door keys.

**Note:** Vehicles that were built with the redesigned ignition cylinder or had the ignition cylinder replaced with the redesigned part are subject to a different recall (14133), where dealers will cut and, if necessary, re-learn two ignition/door keys only, in addition to replacing the ignition switch (under recall 13454, 14063 or 14092).

## VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in the GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

## PART INFORMATION

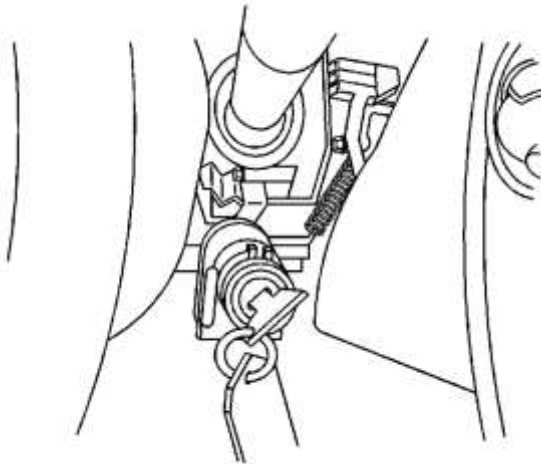
Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your "involved vehicles listing" before ordering parts.

**Note:** GMCCA will utilize the VIN number provided on the ignition switch SPAC order to place an order on your behalf for the parts required for this recall as well as to complete safety recall 13454 or 14063, whichever is applicable. This will ensure alignment of the ignition switch shipment with the parts needed to complete all required recalls. You may receive the parts required for the repair as kit number 23232575 (Chevrolet branded keys) or kit number 23232576 (unbranded keys for Saturn or Pontiac vehicles). Each kit will contain an ignition switch, an ignition lock cylinder, two keys and two key rings.

**Until further instructions are received, dealers should order ignition switches as a CSO and then immediately upgrade the order to a SPAC case. Note that normal DRO and CSO orders will not be accepted at this time.**

### SERVICE PROCEDURE

**Note:** Vehicles involved in this safety recall are also involved in safety recall 13454, 14063 or 14092. Check the Investigate Vehicle History (IVH) screen in the GM Global Warranty Management (GWM) system to determine which additional field action is applicable. Perform the service procedure provided in that bulletin in conjunction with the repair described in this bulletin.



874786

1. Remove the ignition lock cylinder. Refer to *Ignition Lock Cylinder Replacement* in SI.

**Note:** For ignition lock cylinder assembly and coding, use the instructions provided with the new cylinder. Refer to Corporate Bulletin 10-00-89-009B (USA) or 10-00-89-010 (Canada) for key code security guidelines and key code access information. GMODC locations should contact their local TAC. To properly seat the new ignition lock cylinder into the housing, the key must be inserted and turned to the RUN position.

2. Install a new ignition lock cylinder. Refer to *Ignition Lock Cylinder Replacement* in SI.

3. Cut two new ignition/door keys and attach the provided key ring to each key

4. Program the new keys or transmitters if required. Refer to SI to determine if a key or transmitter learn/programming procedure is required.

5. Complete final function check. With key in off position, verify that key can be inserted and removed with normal operating effort. Rotate key through full operating positions and verify that key rotates with normal operating effort. With key in run position, firmly pull the key to verify it cannot be pulled out of the ignition cylinder. Return key to off position and remove key. Final function check complete. If any of the prior checks are not completed successfully, then verify correct assembly, coding and installation of lock cylinder and repeat final function check. If symptoms repeat, call TAC for assistance.

### CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by May 31, 2015, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

**All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.**

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

**IMPORTANT:** GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer **MUST** provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

### CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by May 31, 2015.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

### COURTESY TRANSPORTATION AND VEHICLE TOWING – For US and Canada

For purposes of this recall, it is permissible to offer courtesy transportation to those customers who express concern about the continued use of their vehicle or who require alternate transportation while the vehicle is in for the recall repairs. The availability of courtesy

transportation to such customers is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines. In addition, for purposes of this recall, it is permissible to provide free towing to a customer who may be concerned about operating their vehicle.

#### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9100495	Replace Ignition Lock Cylinder (Chevrolet Cobalt, HHR and Pontiac G5, Pursuit and Saturn Ion) Add: Cut Two Keys and Perform Key Learn Procedure	0.5 0.4	N/A
9100496	Replace Ignition Lock Cylinder (Saturn SKY and Pontiac Solstice) Add: Cut Two Keys and Perform Key Learn Procedure	0.6 0.4	N/A
9100497*	Courtesy Transportation	N/A	***
9100498**	Customer Reimbursement Approved	0.2	****
9100499**	Customer Reimbursement Denied - For US dealers only	0.1	N/A

Customer reimbursement will not close this recall. The service procedure must also be performed on the vehicle.

- \* To avoid having to “H” route this transaction for approval, it must be submitted prior to the repair transaction (U.S. only).
- \*\* To avoid having to “H” route this transaction for approval, it must be submitted prior to the repair transaction (U.S. and Canada).
- \*\*\* The amount identified in “Net Item” should represent the actual dollar amount for courtesy transportation.
- \*\*\*\* The amount identified in “Net Item” should represent the actual dollar amount reimbursed to the customer.

#### CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle.

#### CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

## DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

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.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

## DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

