



# Service Bulletin



## SPECIAL COVERAGE

**SUBJECT: Special Coverage Adjustment - Ignition Lock Cylinder Binding**

**MODELS: 2007-2008 Chevrolet Cobalt  
2008-2009 Chevrolet HHR  
2007-2008 Pontiac G5**

### CONDITION

On some 2007-2008 model year Chevrolet Cobalt and Pontiac G5, and 2008-2009 Chevrolet HHR vehicles may develop a binding condition between the ignition lock cylinder and the housing. If this occurs, it may be difficult to turn the ignition key and/or remove it from the ignition. If the vehicle is running, the driver may not be able to turn the vehicle off.

### SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace the ignition lock cylinder. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after April 19, 2012 are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to April 19, 2012 must be submitted to the Service Contract provider.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number under the Applicable Warranties section 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.

PART INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

Part Number	Description	Quantity/Vehicle
20869121	Cylinder Kit, Ign Lk	1

SERVICE PROCEDURE

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 10-00-89-009 (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.

CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by May 31, 2013, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed form and all required documents to the GM Customer Assistance Center. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 120,000 miles, whichever occurs first.

**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 District Service Manager – Aftersales 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, 2013. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 193,000 kilometers, whichever occurs first.

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.

If the work was done by someone other than a GM dealership, the amount of reimbursement will be limited to the amount that the repair would have cost GM to have it completed by a GM dealership.

**COURTESY TRANSPORTATION** – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program 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.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
T5870	Install New Ignition Lock Cylinder	0.5	N/A
T5871	Customer Reimbursement Approved	0.2	*
T5872	Customer Reimbursement Denied - For US dealers only	0.1	N/A

\* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

**CUSTOMER NOTIFICATION**

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



Dear General Motors Customer:

As the owner of a 2007 or 2008 model year Chevrolet Cobalt or Pontiac G5, or a 2008 or 2009 model year Chevrolet HHR vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some of these vehicles may develop a binding condition between the ignition lock cylinder and the housing. If this occurs, it may be difficult to turn the ignition key and/or remove it from the ignition. If the vehicle is running, you may not be able to turn the vehicle off.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2007 or 2008 model year Chevrolet Cobalt or Pontiac G5, or 2008 or 2009 model year Chevrolet HHR vehicle within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** If you have paid for repairs for the condition described in this letter, please complete the enclosed form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by June 30, 2013, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
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	

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Jim Moloney  
General Director,  
Customer and Relationship Services

Enclosure  
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