
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Wednesday, February 26, 2014 6:24 PM
To:
Subject: Internal notification for: G_0000186359 Upcoming Safety Recall 14063 - Ignition Switch Replacement

Date: 2/26/2014 Ref. number: Service / Field Action / G_0000186359
Subject: **Upcoming Safety Recall 14063 - Ignition Switch Replacement**

**GM CUSTOMER CARE AND AFTERSALES
DCS3149
URGENT - DISTRIBUTE IMMEDIATELY**

Date: February 26, 2014

Subject: Upcoming Safety Recall 14063
Ignition Switch Replacement

Models: 2006-2007 Chevrolet HHR
2006-2007 Pontiac Solstice
2003-2007 Saturn ION
2007 Saturn SKY

To: All General Motors Dealers

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

UPCOMING SAFETY RECALL 14063

This message confirms media reports that General Motors will be implementing a safety recall that involves 2006-2007 model year Chevrolet HHR and Pontiac Solstice, 2003-2007 model year Saturn Ion, and 2007 model year Saturn Sky vehicles. The total number of involved U.S. vehicles is approximately 748,000.

General Motors has decided that a defect which relates to motor vehicle safety exists in 2006-2007 model year Chevrolet HHR and Pontiac Solstice, 2003-2007 model year Saturn Ion, and 2007 model year Saturn Sky vehicles. The ignition switch torque performance may not meet General Motors' specification. If the torque performance is not to specification, the ignition switch may unintentionally move from the "run" position to the "accessory" or "off" position with a

corresponding reduction or loss of power. This risk may be increased if the key ring is carrying added weight or the vehicle goes off road or experiences some other jarring event. 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.

Until the recall repairs have been performed, it is very important that customers remove all items from their key rings, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.

To correct this condition, dealers are to replace the ignition switch. We are working as quickly as possible to obtain parts. Dealers will be advised when the recall bulletin and customer notification letter are schedule for release.

The Investigate Vehicle History screen in the Global Warranty Management system will not be updated until the recall bulletin is released.

Please do not call GM Technical Assistance.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Contact name

E-Mail:

Department: Service - Brand Quality

Phone:

Intended roles: General Manager, Parts & Service Director, Parts Manager, Service Advisor, Used Vehicle Sales Manager, Warranty Administrator

Archives: 3/26/2014

Expires: 2/26/2015