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**From:** gm\_gmssg\_q01 <nobody@gm.com>  
**Sent:** Wednesday, April 23, 2014 7:09 PM  
**To:** .....  
**Subject:** Internal notification for: G\_0000190527 Safety Recalls 13454, 14063, and 14092 - Ignition Switch Replacement - Courtesy Transportation Information

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Date: 4/23/2014 Ref. number: Service / Field Action / G\_0000190527  
Subject: Safety Recalls 13454, 14063, and 14092 - Ignition Switch Replacement - Courtesy Transportation Information

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GM CUSTOMER CARE AND AFTERSALES  
DCS3193  
URGENT - DISTRIBUTE IMMEDIATELY

**Date:** April 23, 2014

**Subject:** Safety Recalls 13454, 14063, and 14092  
Ignition Switch Replacement  
Courtesy Transportation Information

**Models:** 2005-2007 Chevrolet Cobalt  
2006-2007 Chevrolet HHR  
2005-2006 Pontiac Pursuit (Canada Only)  
2006-2007 Pontiac Solstice  
2007 Pontiac G5  
2003-2007 Saturn Ion  
2007 Saturn Sky  
2008-2010 Chevrolet Cobalt  
2008-2011 Chevrolet HHR  
2008-2010 Pontiac Solstice  
2008-2010 Pontiac G5  
2008-2010 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

As stated in GlobalConnect Message G\_0000186726 (dated March 4, 2014), customers who express concern about driving their vehicle and request alternate transportation should be provided rental vehicles. Dealer service management is empowered to place the customer into a courtesy vehicle until parts are available to repair the owner's vehicle.

### **Authorization on Dealer Aftersales Empowerment Portal**

Service management must approve courtesy transportation before the customer receives the courtesy transportation vehicle by submitting authorization via the Dealer Aftersales Empowerment Portal. Please use the following steps:

- Use labor code 9100387 for recall 14063
- Use labor code 9100402 for recall 13454
- Use labor code 9100467 for recall 14092
- Provide a brief comment noting the customer's concern in the "additional comments" field
- Input "00" (unknown) for the estimated days of rental

An e-mail confirmation will be sent to your District Manager Aftersales (DMA) after the form is submitted for awareness, not approval. Dealers do not have to wait for DMA approval to place a customer into a courtesy vehicle.

### **Additional Insurance Expenses**

GM will reimburse dealers for any added insurance expenses associated with this program. See billing guidelines below. These additional insurance expenses may include:

- **Damage Waiver:** Damage waiver insurance will be provided to customers upon request at the time of rental.
- **Underage Drivers:** Insurance for underage drivers will be provided, as applicable, at the time of rental.

### **Special Instructions**

Under the Courtesy Transportation Program, our policy is to put customers into newer GM vehicles when loaners are required. Due to the expected high demand of rental vehicles associated with this field action, we are making the following allowances:

- We are waiving the requirement for current model year or one year prior vehicles to allow for an expanded pool of vehicles.
- If a GM rental vehicle is not available, a non-GM rental may be used to support the customer need.
- Please note that we are working with the rental car agencies to support the demand, both in total and based on local needs. Should you encounter issues in your location, please work with your regional team to resolve.
- Enterprise Rental Car has agreed to provide a base rate of \$35 per day for vehicles rented with respect to these recalls.
- Enterprise Rental Car has also agreed to provide damage waiver/under age drivers coverage, if required, at a \$10 per day rate.
- Should a customer require damage waiver/under age driver insurance, the dealer should request this coverage when making the reservation. Enterprise is not authorized to add this charge without dealer approval.
- Hertz/Avis will continue to provide a base rate of \$38 per day, and if damage waiver is required, it will be provided at an additional \$7 per day charge.
- Hertz/Avis will generally not offer under age driver coverage.
- In some states, age restrictions limit the ability of some customers to obtain a rental vehicle. In such cases, a legal parent or guardian will be required to sign the rental contract and take full responsibility for the rental vehicle.

- Dealers should assess and monitor their DRAC fleet, and make adjustments if necessary to meet any increased demand.

**Global Warranty (GWM) Claim Submission**

Labor codes associated with these field actions are available in the bulletins released in early April.

To complete your submission, enter the rental expense amount in GWM under "Rental Net Item" type. Note that rental agency rates may be less than the standard allowance for this field action. Dealers should submit transactions as billed. Once an amount is entered, you will be required to provide the VIN of the rental vehicle and the total number of rental days. You will then need to select the rental reason that applies from the drop down selection. Please select "Parts Not Available" for courtesy vehicles provided under this program.

Net Items [Top]			
Type	Amount	Additional Details	
		Rental VIN	Rental Days
Rental	30		
		Rental Reason <input type="text" value="&lt;Select One&gt;"/> <input type="text" value="&lt;Select One&gt;"/> Parts Not Available No Technical Solution Found Vehicle Not Operable	

Rentals of 30 days or more due to parts availability issues must be handled as follows:

- Rental agencies may require new contracts to be signed by the customer for each 30 day period.
- Job card(s) for rentals should be closed every (30) days. Dealers should promptly submit the rental expense transaction in GWM to facilitate timely reimbursement from GM. Note that a new job card may be created/opened for each 30 day rental cycle.
- Dealers using DRAC units to fulfill the courtesy transportation requests should obtain legal advice to assure compliance with state/local requirements regarding long term rental agreements.

For further guideline information, refer to GM Courtesy Transportation bulletin 07-00-89-037.

If you have any questions regarding any of the information contained in this message, please contact the Dealer Business Center or your GM Field Representative.

For additional information regarding these recalls, please go to [www.gmignitionupdate.com](http://www.gmignitionupdate.com).

**END OF MESSAGE**  
**GM CUSTOMER CARE AND AFTERSALES**

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Contact name: :	E-Mail
Department: Global Warranty	Phone:
Intended roles: General Manager, Parts & Service Director, Parts Manager, Service Advisor, Used Vehicle Sales Manager, Warranty Administrator	
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