
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Wednesday, April 16, 2014 8:32 AM
To:
Subject: Internal notification for: G_0000190148 Upcoming Service Parts Safety Recall 14092 - Ignition Switch Replacement

Date: 4/16/2014 Ref. number: Service / Field Action / G_0000190148
Subject: **Upcoming Service Parts Safety Recall 14092 - Ignition Switch Replacement**

**GM CUSTOMER CARE AND AFTERSALES
DCS3188
URGENT - DISTRIBUTE IMMEDIATELY**

Date: April 16, 2014

Subject: Upcoming Service Parts Safety Recall 14092
Ignition Switch Replacement

Models: 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

UPCOMING SERVICE PARTS SAFETY RECALL 14092

General Motors has decided that a defect which relates to motor vehicle safety exists in the following GM Parts and ACDelco Ignition and Start Switch service part number 10392423, and the following Ignition and Start Switch Housing Kits that contain or may contain part number 10392423: GM Parts and ACDelco service part numbers 10392737, 15857948, 15854953, 15896640, and 25846762. GM records indicate these service parts may have been installed during repairs in some 2008-2010 model year (MY) Chevrolet Cobalt, 2008-2011 MY Chevrolet HHR, 2008-2010 MY Pontiac Solstice, 2008-2010 MY Pontiac G5, and 2008-2010 MY Saturn Sky vehicles, as well as in some other vehicles.

The ignition switch torque performance on vehicles repaired with GM Parts and ACDelco Ignition and Start Switch part number 10392423 or assemblies that contain part number 10392423 may not meet General Motors' specification. There is a risk, under certain conditions, that the ignition switch may move out of the "run" position, resulting in a partial loss of electrical power and turning off the engine. This risk increases if the key ring is carrying added weight (such as more keys or the key fob) or the vehicle experiences rough road conditions or other jarring or impact related events. 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.

Recall notification letters will be mailed to owners of all 2008-2010 MY Chevrolet Cobalt, 2008-2011 MY Chevrolet HHR, 2008-2010 MY Pontiac Solstice, 2008-2010 MY Pontiac G5, and 2008-2010 MY Saturn Sky vehicles beginning April 21, 2014. The letter will explain what the recall is about, when parts will be available, and what a customer should do until their vehicle is repaired. The letter will also inform customers that when sufficient parts are available, we will send them another letter asking them to contact their dealer to have this repair performed.

Because these vehicles have a different security system than the older model (2003-2007) vehicles involved in the safety recalls announced in February (13454 and 14063), the replacement ignition switch is slightly different. This means that there are two different ignition switch part numbers that dealers will use to service all of the vehicles involved in these recalls.

A recall notification letter will also be mailed to the owner of any vehicle other than those listed above or those subject to Safety Recall 13454 or 14063 identified in GM records that may have had the referenced Ignition and Start Switch installed during repairs either individually or as part of one of the referenced service part assemblies.

In addition, GM will issue a service parts safety bulletin to GM dealers, ACDelco Distributors and other wholesale purchasers of part number 1039243 or service part assemblies that may contain part number 10392423, instructing them to post signs in the dealerships for over the counter sales, and identify and notify customers who may have purchased the referenced parts about the recall. Owners who may have had part number 10392423 installed should be directed to contact a GM dealer to report their possible involvement in this recall.

Whenever a customer contacts you about the ignition switch (13454, 14063 or 14092) or ignition cylinder (14113 or 14133) 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.

We are working with our suppliers to obtain the required parts as quickly as possible. A Question & Answer document will be provided to assist with any customer inquiries you may receive about this upcoming recall.

The Investigate Vehicle History screen in the Global Warranty Management system has been updated to assist dealers in responding to customer inquiries about whether or not their vehicle is involved.

Please do not call GM Technical Assistance.