

Keith X. Nelson

From: gm_gmssg_q01 <nobody@gm.com>
Sent: Thursday, March 27, 2014 4:44 PM
To: n
Subject: Internal notification for: G_0000188486 Upcoming Safety Recalls 13454 and 14063 - Ignition Switch Replacement - Updated Question & Answer Document
Attachments: 13454 and 14063 Q&A 3-27-14.docx

Date: 3/27/2014 Ref. number: Service / Field Action / G_0000188486
Subject: Upcoming Safety Recalls 13454 and 14063 - Ignition Switch Replacement - Updated Question & Answer Document

**GM CUSTOMER CARE AND AFTERSALES
DCS3170
URGENT - DISTRIBUTE IMMEDIATELY**

Date: March 27 2014

Subject: Upcoming Safety Recalls 13454 and 14063
Ignition Switch Replacement
Updated Question & Answer Document

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

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


The attached Question & Answer document has been revised. Again, this document is being provided to assist dealers with any customer inquiries received about these upcoming safety recalls.

We expect to have parts to begin repairing vehicles on April 7, 2014, at which time the recall bulletin will be released. The Investigate Vehicle History screen in the Global Warranty Management system has been updated to help dealers determine if a customer's vehicle is involved.

Until the recall repairs have been performed, customers should be advised that it is very important that they 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.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

 13454 and 14063 Q&A 3-27-14.docx MS Word Document 2007 (29.45KB)
13454 & 14063 Updated Q&A 3-27-14

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: 4/27/2014

Expires: 3/27/2015