
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Friday, April 11, 2014 12:41 PM
To:
Subject: Internal notification for: G_0000189717 14063 - Safety Recall - Ignition Switch Replacement
Attachments: 14063 Bulletin.pdf

Date: 4/11/2014

Ref. number: Service / Field Action / G_0000189717

Subject: **14063 - Safety Recall - Ignition Switch Replacement**

GM CUSTOMER CARE AND AFTERSALES
DCS3183
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 11, 2014

Subject: 14063 - Safety Recall
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, and Warranty Administrator

General Motors is releasing the service bulletin for Safety Recall 14063 today. Please see the attached bulletin for details.

Vehicles involved in this safety recall are also involved in safety recall 14113 or 14133. In the interest of customer satisfaction and to assist with dealer throughput, recall repairs for 14063 and 14113 or 14133 should be performed in a single visit. Please see the notes provided below for additional information.

Customers will receive a notification letter in the near future advising them that parts are becoming available for recalls 14063 and 14113 or 14133, and they should contact their dealer to arrange a service appointment for the recall repairs. When contacted for a service appointment, schedule their appointment as soon as possible based on parts availability. Please place orders only for the

ignition switch part number 23215459 and include the VIN. Orders will be fulfilled with parts needed for both recalls based on this.

Whenever a customer contacts you about the 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.

Customer Letter Mailing

The customer letter mailing will begin in the near future. A dealer administrative message will be sent at that time.

Global Warranty Management (GWM)

The Investigate Vehicle History screen in GWM has been updated.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

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

Message Attachment(s):

 [14063 Bulletin.pdf](#) Acrobat PDF (255.2KB)
14063 Bulletin

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: 5/11/2014	Expires: 4/11/2015