

From: gm_gmssg_q01 <nobody@gm.com>
Sent: Wednesday, April 23, 2014 7:09 PM
To:
Subject: Internal notification for: G_0000190528 Ignition Switch and Lock Cylinder Recall Update
Attachments: Outreach Customer Letter.pdf

Date: 4/23/2014 Ref. number: Service / Field Action / G_0000190528
 Subject: **Ignition Switch and Lock Cylinder Recall Update**



TO: All Dealers
 RE: IGNITION SWITCH AND LOCK CYLINDER RECALL UPDATE
 DIST. DATE: April 23, 2014
 DIST. TO: Dealer, General Manager, Service Manager

In the coming days, I will send an outreach letter to customers impacted by the Ignition Switch and Lock Cylinder Recall. Attached is the letter for your reference.

We are reinforcing with customers that the affected vehicles are safe to drive if they 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. It is also very important before exiting the vehicle for customers 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.

We've updated the Courtesy Transportation guidelines for Ignition Switch replacement customers and posted them on Global Connect (G_0000190527).

Thank you again for your ongoing support during this critical time.

Alan S. Batey
 President, GM North America

Message Attachment(s):
 Outreach Customer Letter.pdf Acrobat PDF (151.5KB)
 Outreach Letter

Contact name: E-Mail:
 Department: Service - Brand Quality Phone:
 Intended roles: Dealer, General Manager, Service Manager