
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Friday, May 09, 2014 5:50 PM
To:
Subject: Internal notification for: G_0000191616 14092 – Service Parts Safety Recall - Ignition Switch Replacement
Attachments: 14092 Bulletin.pdf

Date: 5/09/2014 Ref. number: Service / Field Action / G_0000191616
Subject: **14092 – Service Parts Safety Recall - Ignition Switch Replacement**

**GM CUSTOMER CARE AND AFTERSALES
DCS3220
URGENT - DISTRIBUTE IMMEDIATELY**

Date: May 9, 2014

Subject: 14092 – Service Parts Safety Recall
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

General Motors is releasing Service Parts Safety Recall 14092 today. Please see the attached bulletin for details.

Due to a different vehicle security system, the ignition switch required for this recall is different than the ignition switch required for the 2003-2007 model year vehicles involved in recalls 13454 and 14063. We are diligently working with the supplier to obtain an initial supply of this new part for recall 14092 as quickly as possible. Dealers will be notified when sufficient parts are available to begin repairing the 2008-2011 model year vehicles under recall 14092.

Vehicles involved in this recall are also involved in recall 14113 or 14133. Check the Investigate Vehicle History (IVH) screen in the GM Global Warranty Management (GWM) system to determine which additional recall is applicable.

Customer Letter Mailing

Customer letters were mailed beginning on April 24, 2014. The letter notified customers of their involvement in this recall. It also inform them that the parts needed to repair their vehicle are currently not available and that they will receive another letter when parts are available.

Global Warranty Management (GWM)

The Investigate Vehicle History screen in GWM has been updated to assist dealers in responding to customer inquiries regarding whether or not their vehicle is involved.


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):

 [14092 Bulletin.pdf](#) Acrobat PDF (219.7KB)
14092 Bulletin

Contact name:

E-Mail:

Department: Service - Brand Quality

Phone:

Intended roles: General Manager, Parts & Service Director, Parts Manager, Service Advisor, Service Manager, Used Vehicle Sales Manager, Warranty Administrator

Archives: 11/09/2014

Expires: 5/09/2015