



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Ignition Key Removal

**MODELS:** 2002-2004 Saturn VUE

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

### CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2002-2004 model year Saturn VUE vehicles. Some of these vehicles may have a condition in which the ignition key may be removed when the ignition is not in the "Off" position. If the ignition key is removed when the ignition is not in the "Off" position, unintended motion may occur, such as a vehicle roll away; (a) for an automatic transmission, if the transmission is not in "Park"; or (b) for a manual transmission, if the parking brake is not engaged and the transmission is not in reverse gear. This could result in a vehicle crash and occupant or pedestrian injuries.

Until the recall repairs have been performed, it is 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.

### CORRECTION

Dealers are to inspect for key pull out when the ignition is NOT in the "Lock" position and, if necessary, replace the ignition cylinder and provide the customer with two new ignition keys. Customers will also be provided the option of performing the required inspection. If the vehicle fails the inspection, the customer will be directed to contact their dealer to arrange a service appointment as soon as possible.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required

inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

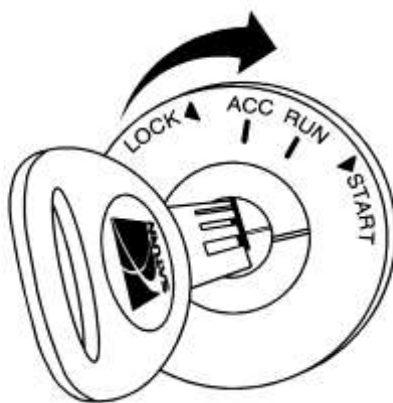
### PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
15841209	Ignition Cylinder	1 (As Req'd)
21170863	Ignition Service Key	2 (As Req'd)

### SERVICE PROCEDURE

**Note:** Some Saturn VUE vehicles may have a condition in which the ignition key can be removed when the ignition is NOT in the “Lock” position.



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**Note:** With the key in the ignition switch, you can turn it to four different positions. **You should only be able to remove the key when the ignition is turned to the “Lock” position.** Below is a description of the four ignition positions:

**LOCK:** This position locks your steering column in a vehicle with a manual transaxle. It is a theft-deterrent feature. If you have an automatic transaxle, the ignition switch cannot be turned to “Lock” unless the shift lever is in “Park” (P).

**ACC (Accessory):** This position operates some of your electrical accessories. It unlocks the steering wheel and ignition.

**RUN:** This is the position the switch returns to after you start your engine and release the switch. The switch stays in the “Run” position when the engine is running. But even when the ignition is not running, you can use “Run” to operate your electrical accessories and to display some warning and indicator lights.

**START:** This position starts the engine. When the engine starts, release the key. The ignition switch will return to “Run” for normal driving.

1. Determine if the key can be removed from the ignition cylinder in any position other than the “Lock” position.
  - If the key **cannot** be removed in any position other than the “Lock” position, no further action is required.
  - If the key can be removed from the ignition cylinder while in the “ACC,” “Run,” or “Start” position, replace the ignition lock cylinder and key set (2 keys). Proceed to step 2.
2. Remove the ignition lock cylinder. Refer to *Ignition Lock Cylinder Replacement* in SI.
3. Install a new ignition lock cylinder. Refer to *Ignition Lock Cylinder Replacement* in SI.

#### CUSTOMER REIMBURSEMENT - For U.S.

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by September 30, 2015, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

**All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.**

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

**IMPORTANT:** GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer **MUST** provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

**CUSTOMER REIMBURSEMENT - For Canada**

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by September 30, 2015.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

**COURTESY TRANSPORTATION – For U.S. and Canada**

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

**Note:** To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9100819	Inspect for Ignition Key Pull Out or Key Binding	0.2	N/A
9100884	Replace Ignition Cylinder and Two Ignition Keys (Includes Inspection)	1.1	N/A
9100942	Customer Reimbursement Approved	0.2	*
9100943	Customer Reimbursement Denied - For U.S. dealers only	0.1	N/A

**Note:** Customer reimbursement will not close this recall. The service procedure must also be performed on the vehicle.

- \* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

**CUSTOMER NOTIFICATION – For U.S. and Canada**

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

## DEALER RECALL RESPONSIBILITY – For U.S. States, Territories and Possessions

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

## DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.





# IMPORTANT SAFETY RECALL

October 2014

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2002-2004 model year Saturn VUE vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- This notice applies to your vehicle.
- Your vehicle is involved in GM safety recall 14506.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

Some of these vehicles may have a condition in which the ignition key may be removed when the ignition is not in the "Off" position. If the ignition key is removed when the ignition is not in the "Off" position, unintended motion may occur, such as a vehicle roll away; (a) for an automatic transmission, if the transmission is not in "Park"; or (b) for a manual transmission, if the parking brake is not engaged and the transmission is not in reverse gear. This could result in a vehicle crash and occupant or pedestrian injuries.

### What will we do?

Your GM dealer will inspect your vehicle for ignition key pull out when the ignition is not in the "Lock" position and, if necessary, replace the ignition cylinder and provide you with two new ignition keys. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and/or service correction time of approximately 70 minutes.

**Until the inspection and, if necessary, repair can be performed, it is very important before exiting the vehicle that you make sure your vehicle is in "Park," or in the case of a manual transmission, to put the transmission into reverse gear and set the parking brake.**

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. **Please make sure to bring all of your vehicle's ignition keys with you to the appointment.**

However, in order to minimize your inconvenience, included on the last page of this letter is an inspection procedure that you can

perform on your vehicle. If you are not comfortable performing this inspection, please contact your GM dealer as soon as possible.

If you perform the inspection and none of your vehicle's ignition keys can be removed from the ignition cylinder when the ignition is not in the "Lock" position, please complete the enclosed self-addressed, postage-paid reply form and mail it back to us so we can close the recall on your vehicle.

If you perform the inspection and one or more of your vehicle's ignition keys can be removed from the ignition cylinder when the ignition is not in the "Lock" position, please contact your GM dealer to arrange a service appointment as soon as possible. Return of the enclosed prepaid response form is not necessary.

**Until your vehicle can be repaired, it is very important before exiting the vehicle that you make sure your vehicle is in "Park," or in the case of a manual transmission, to put the transmission into reverse gear and set the parking brake.**

**Did you already pay for this repair?**

Even though you may have already had repairs for this condition, you will still need to perform the required inspection and/or take your vehicle to your dealer for this recall. If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by September 30, 2015, unless state law specifies a longer reimbursement period.

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Saturn	1-800-553-6000	1-800-833-6000
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V490.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney  
General Director,  
Customer and Relationship Services

Enclosure  
GM Recall Number: 14506



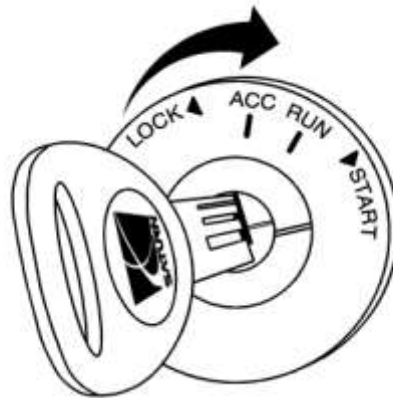
## Ignition Key Inspection Procedure

Please note that your vehicle's ignition key may have some movement. This is normal, and it is operating correctly as long as the key cannot be removed from the lock cylinder when the ignition is in the "ACC," "Run," or "Start" positions.

Important: Due to possible variation between keys, this inspection must be performed using all of your vehicle's ignition keys. Please make sure that each ignition key is inspected as per the procedure described below.

With the key in the ignition cylinder, you can turn it to four different positions. **You should only be able to remove the key when the ignition is turned to the "Lock" position.** Below is a description and diagram of the four ignition positions:

1. **LOCK:** This position locks your steering column in a vehicle with a manual transaxle. It is a theft-deterrent feature. If you have an automatic transaxle, the ignition cylinder cannot be turned to "Lock" unless the shift lever is in "Park" (P).
2. **ACC (Accessory):** This position operates some of your electrical accessories. It unlocks the steering wheel and ignition.
3. **RUN:** This is the position the cylinder returns to after you start your engine and release the key. The cylinder stays in the "Run" position when the engine is running. But even when the ignition is not running, you can use "Run" to operate your electrical accessories and to display some warning and indicator lights.
4. **START:** This position starts the engine. When the engine starts, release the key. The ignition key will return to "Run" for normal driving



**To perform the inspection:** Determine if the key can be removed from the ignition cylinder in any position other than the "Lock" position.

- If the ignition key cannot be removed from the ignition cylinder in any position other than the "Lock" position, no repair is necessary. Please complete the attached reply form indicating that you performed the inspection and none of your vehicle's ignition keys could be removed when the ignition is not in the "Lock" position. This self-addressed, postage-paid reply form is easy to complete and can be dropped in any U.S. Postal Service mail box.

If you performed the inspection and none of your vehicle's ignition keys could be removed when the ignition was in "Run," "ACC," and "Start," but you do not return the reply form, GM will continue to send you reminders about this safety recall for up to 24 months.

- If the ignition key can be removed from the ignition cylinder when the ignition is in a position other than the “Lock” position, reinsert the ignition key and turn the ignition key to the “Lock” position which will stop the engine. Please contact your GM dealer to arrange a service appointment as soon as possible. Your dealer will replace your vehicle’s ignition cylinder and provide you with two new ignition keys.

**Until the repair can be performed, it is very important before exiting the vehicle that you make sure your 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 sincerely appreciate your cooperation and apologize for this inconvenience. Please remember to unset the parking brake before driving your vehicle. If you are not comfortable performing this inspection, please contact your GM dealer as soon as possible.