

GM CUSTOMER CARE AND AFTERSALES
DCS3504
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 22, 2015

Subject: 14119 – Special Coverage Adjustment - Update
Electric Power Steering Assist
Customer Notification

Models: 2006-09 Chevrolet HHR (non-turbo), and 2003 Saturn ION
Equipped with Electric Power Steering

To: All GM Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, Used Vehicle Sales Manager,
and Warranty Administrator

On October 9, 2014, General Motors released Special Coverage Adjustment 14119. The VINs were loaded into IVH in mid-October; however, due to part availability, the customer notification was delayed. Sufficient parts are now available to begin notifying customers. The customer letter mailing will begin the end of January 2015.

END OF MESSAGE
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