



# Service Bulletin



## SPECIAL COVERAGE

**SUBJECT:** Special Coverage Adjustment – Ignition Key Removal

**MODELS:** 2005-2006 Chevrolet Equinox  
2006 Pontiac Torrent  
2005-2007 Saturn VUE

### CONDITION

Some 2005-2006 model year (MY) Chevrolet Equinox, 2006 MY Pontiac Torrent and 2005-2007 MY Saturn VUE 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: (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.

### SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above the life of the vehicle. This means regardless of when the vehicle was originally placed in service or its current mileage or ownership, the repairs described in this bulletin will be paid for by GM.

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. The repairs will be made at no charge to the customer.

**Until the required repairs can be 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.**

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after January 15, 2015 are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to January 15, 2015 must be submitted to the Service Contract provider.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section 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.

## PART INFORMATION

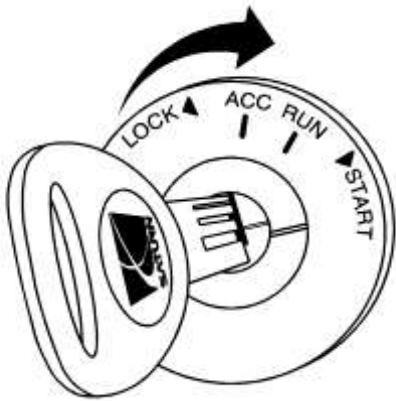
Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered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

Part Number	Description	Quantity/Vehicle
15841209	Ignition Cylinder (2005-2007 Vue)	1 (As Req'd)
19120481	Ignition Cylinder (2005-2006 Equinox & 2006 Torrent)	1 (As Req'd)
21170863	Ignition Service Key (2005-2007 Vue)	2 (As Req'd)
19120647	Ignition Service Key (2005-2006 Equinox)	2 (As Req'd)
19120648	Ignition Service Key (2006 Torrent)	2 (As Req'd)

## SERVICE PROCEDURE

### Saturn VUE

**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).

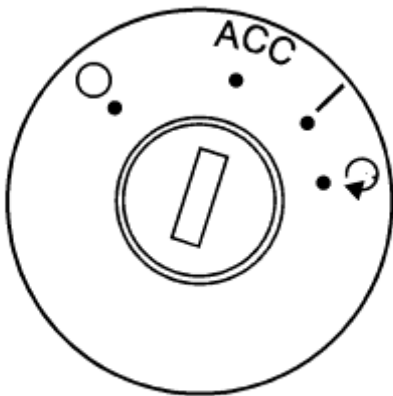
**ACC (Accessory):** This position operates some of your electrical accessories. It unlocks the steering wheel and ignition.

**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.

### Chevrolet Equinox and Pontiac Torrent



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**Note:** Some Chevrolet Equinox and Pontiac Torrent vehicles may have a condition in which the ignition key can be removed when the ignition is NOT in the LOCK position.

**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:

**O (LOCK):** You will only be able to remove your key when the ignition is turned to LOCK. 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.

**I R (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 engine 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 February 28, 2016, 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 February 28, 2016.

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 ZREG 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.

Labor Code	Description	Labor Time	Net Item
9900117	Diagnostic Time Only – No Repair Required	0.1-0.3	N/A
9900118	Inspect for Ignition Key Pull Out or Key Binding	0.2	N/A
9900119	Replace Ignition Cylinder and Two Ignition Keys (Includes Inspection and Cutting Two Keys) Add: Diagnostic Time	1.1 0.1-0.3	N/A
9900120	Customer Reimbursement Approved	0.2	*
9900121	Customer Reimbursement Denied - For U.S. Dealers Only	0.1	N/A

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

### CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



This Notice Applies To Your Vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

This letter is intended to make you aware that certain 2005-2006 model year (MY) Chevrolet Equinox, 2006 MY Pontiac Torrent and 2005-2007 MY Saturn VUE 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: (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.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition described above.**

**What We Have Done:** General Motors is providing vehicle owners with additional protection for the condition described above. If this condition occurs on your 2005-2006 MY Chevrolet Equinox, 2006 MY Pontiac Torrent or 2005-2007 MY Saturn VUE vehicle anytime during the life of the vehicle, the condition will be repaired for you at **no charge**. This means regardless of when the vehicle was originally placed in service or its current mileage or ownership, the required repairs will be paid for by GM. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a GM dealer. Please contact your GM dealer to schedule a service appointment that is convenient for you and to find out how long the dealer will need to have your vehicle. Scheduling an appointment will also allow the dealer to make sure required parts are available. Upon verifying that your vehicle has the condition described above, your dealer will replace the ignition cylinder and provide you with two new ignition keys

If your vehicle does not have the condition described above, please keep this letter with your other important glove box literature for future reference. Also, it is very important before exiting your vehicle for you to always 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.

**Reimbursement:** 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 February 28, 2016, unless state law specifies a longer reimbursement period.

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)
Chevrolet	1-800-222-1020	1-800-833-2438
Pontiac	1-800-762-2737	1-800-833-7668
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	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Alicia S. Boler-Davis  
Sr. Vice President  
Global Connected Customer Experience

Enclosure  
14319

GM CUSTOMER CARE AND AFTERSALES  
DCS3502  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 15, 2015

Subject: 14319 – Special Coverage Adjustment  
Ignition Key Removal

Models: 2005-2006 Chevrolet Equinox  
2006 Pontiac Torrent  
2005-2007 Saturn VUE

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 Special Coverage Adjustment 14319 today. The total number of vehicles involved is approximately 830,000. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in the near future.

**Global Warranty Management (GWM)**

The Investigate Vehicle History screen in GWM will be updated in the near future.

**Campaign Initiation Detail Report (CIDR)**

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES