

GM CUSTOMER CARE AND AFTERSALES
DCS3482
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 16, 2014

Subject: 14632 – Special Coverage Adjustment
Unable to Remove Ignition Key
Question & Answer Document

Models: 2005-2010 Chevrolet Cobalt
2006-2011 Chevrolet HHR
2006-2010 Pontiac Solstice
2007-2010 Pontiac G5
2005-2006 Pontiac G4/Pursuit
2007-2010 Saturn Sky
2003-2007 Saturn Ion
Equipped with Automatic Transmission

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

On December 11, 2014, General Motors released Special Coverage Adjustment 14632. The total number of U.S. vehicles involved is approximately 1.9 million.

In order to assist dealers with responding to customer inquiries about this field action, attached is a brief Q&A document. Please make sure that all employees who interact with customers are familiar with this information.

Customer questions that you are unable to answer should be referred to the Dealer Business Center or your District Manager - Aftersales.

END OF MESSAGE
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