

Question & Answer Document for Upcoming Safety Recall 13454

Q1. What models are involved?

A1. Certain 2005-2007 model year Chevrolet Cobalt, 2005-2006 model year Pontiac Pursuit (Canada only) and 2007 model year Pontiac G5 vehicles.

Q2. Why are they being recalled?

A2. The ignition switch torque performance may not meet General Motors' specification. If the torque performance is not to specification, and the key ring is carrying added weight or the vehicle goes off road or experiences some other jarring event, the ignition switch may inadvertently be moved out of the "run" position. The timing of the key movement out of the "run" position, relative to the activation of the sensing algorithm of the crash event, may result in the airbags not deploying, increasing the potential for occupant injury in certain kinds of crashes.

Q3. How was this condition discovered?

A3. GM initially learned of field incidents involving moderately severe to severe crashes in which the cars' frontal airbags did not deploy.

Q4. Why was no recall ordered earlier?

A4. The incident rate was very low with no growing trend.

Q5. Why did GM not make this public sooner?

A5. The incident rate was very low with no growing trend.

Q6. What has changed? Why are you recalling the cars now?

A6. We have now completed our internal analysis and concluded that a recall of the ignition switch for certain model years is the appropriate action to bring closure to this issue.

Q7. Did the NHTSA order you to do a recall?

A7. No. GM independently made this decision. There was no government involvement. We took our findings to the agency and told NHTSA we would voluntarily recall these cars.

Q8. What about the Chevrolet HHR and Saturn ION? They are similar vehicles. Why are they not being recalled?

A8. Those vehicles have different physical layouts or electrical architecture and we have no confirmed reports of incidents involving non-deployment of frontal air bags occurring on these other vehicles under the conditions described above.

Q9. Didn't GM issue a Preliminary Information Bulletin in 2005 warning dealers to be on the lookout for this condition?

A9. At that time, we were investigating field incidents that involved inadvertent turning of the key cylinder and loss of electrical power, and the bulletin addressed those issues.

Q10. What is the country breakdown of the recalled vehicles?

A10.	US	619,122
	Canada	153,310
	Mexico	6,130
	Total	778,562

Q11. The Cobalt has had a lot of recalls and problems in recent years. How many times have you recalled these cars?

A11. There have been seven safety or non-compliance recalls of Cobalt models since production began in 2004. In most cases, the completion rate for repairs exceeds 80 percent.

Q12. How dangerous is this condition? Is my car safe to drive?

A12. Even with the reduced torque condition, these vehicles can be safely driven. Customers should remove non-essential items from their key ring until the corrective action is completed.

Q13. When can I get my car fixed?

A13. We are working with our suppliers to expedite the availability of parts. We expect to have parts available beginning in April. Customers will receive a letter in early April.

Q14. How do I know if my vehicle is involved?

A14. All 2005 through 2007 models are included.