



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Replace Ignition Lock Cylinder and Ignition Key

MODELS: 2005-2010 Chevrolet Cobalt
2006-2011 Chevrolet HHR
2006-2010 Pontiac Solstice
2005-2006 Pontiac Pursuit (Canada Only)
2007-2010 Pontiac G5
2003-2007 Saturn Ion
2007-2010 Saturn Sky

The part information and service procedure sections have been revised. Discard all copies of bulletin 14113A.

Additionally, when a customer calls for a service appointment, they should be reminded to bring all keys for their vehicle with them when they come to your dealership for this repair. Also, on the last page of this bulletin is an important notice that must be provided to each customer when they return for their vehicle.

Vehicles involved in this safety recall are also involved in safety recall 13454, 14063 or 14092. Check the Investigate Vehicle History (IVH) screen in the GM Global Warranty Management (GWM) system to determine which additional field action is applicable. Perform the service procedure provided in that bulletin in conjunction with the repair described in this bulletin.

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in all 2005-2010 model year (MY) Chevrolet Cobalt, 2006-2011 MY Chevrolet HHR, 2007-2010 MY Pontiac G5, 2006-2010 MY Pontiac Solstice, 2003-2007 MY Saturn Ion, and 2007-2010 MY Saturn Sky 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 vehicle 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.

General Motors has also determined that all 2005 and some 2006 MY Chevrolet Cobalt vehicles and all 2003-2004 MY Saturn Ion vehicles may fail to conform to FMVSS 114, Theft Prevention and Rollaway Prevention, as a result of this condition.

Whenever a customer contacts you about the recalls it is imperative that you remind them of the following:

Until the recall repairs have been 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. Also, until the recall repairs have been performed, customers should remove all items from their key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.

Also, please request that they bring all keys and key fobs for their vehicle with them when they come to your dealership for this repair.

CORRECTION

Dealers will replace the ignition cylinder, then cut and, if necessary, re-learn two new ignition/door keys and attach the provided key ring to each key.

Note: GM records indicate that these vehicles (subject to recall 14113) were built with the defective ignition cylinder and have not previously had the ignition cylinder replaced with the redesigned part. Dealers will replace the ignition cylinder, then cut and, if necessary, re-learn two new ignition/door keys for each vehicle. All of these vehicles require the ignition switch to be replaced (under recall 13454, 14063 or 14092), in conjunction with replacing the ignition cylinder and the two ignition/door keys.

Note: Vehicles that were built with the redesigned ignition cylinder or had the ignition cylinder replaced with the redesigned part are subject to a different recall (14133), where dealers will cut and, if necessary, re-learn two ignition/door keys only, in addition to replacing the ignition switch (under recall 13454, 14063 or 14092).

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in the 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 US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

Note: GMCCA will utilize the VIN number provided on the ignition switch order to place an order on your behalf for the parts required for this recall as well as to complete safety recall 13454, 14063 or 14092, whichever is applicable. This will ensure alignment of the ignition switch shipment with the parts needed to complete all required recalls. You will receive the parts required for the repair as kit number 23232575 (Chevrolet branded keys) or kit number 23237270 (Saturn Ion key without electronic chip) or kit number 23232576 (unbranded keys for other Saturn or Pontiac vehicles). Each kit will contain an ignition switch, an ignition lock cylinder, two keys and two key rings.

Note: Individual kit parts that are damaged during installation can be replaced by calling the GM Product Quality Center (PQC) at 866-654-7654. Dealers must provide the kit number.

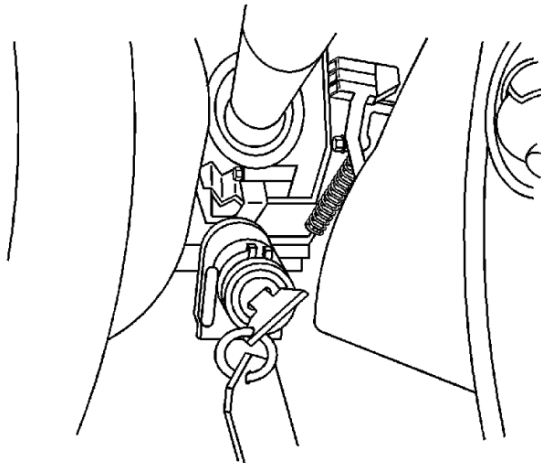
Please refer to Global Connect message G_0000189595 for revised ignition switch parts ordering process instructions.

SERVICE PROCEDURE

CAUTION: To avoid part damage carefully read and follow the instructions below.

- Refer to the appropriate model and model year service procedure in Service Information (SI) BEFORE removing or replacing an ignition switch or key lock cylinder.
- If replacing both the ignition lock cylinder and the ignition and start switch, always replace the ignition and start switch first before removing the ignition lock cylinder, as misalignment between the ignition and start switch housing and the ignition and start switch will occur, resulting in permanent damage to the ignition and start switch.
- In order to allow the ignition and start switch to be removed or installed, always ensure the ignition lock cylinder is in the RUN position. Once the ignition and start switch is removed, do not move or turn the ignition lock cylinder during the procedure, as misalignment between the ignition and start switch housing and the ignition and start switch will occur, resulting in permanent damage to the ignition and start switch.
- Never rotate the actuator shaft on the ignition and start switch as permanent damage to the ignition and start switch will occur.
- When installing the ignition and start switch, if the switch does not freely slide into position, slightly rotate the ignition key clockwise and then counterclockwise while very lightly pressing on the ignition and start switch until it is fully seated.
- If a key learn procedure or programming event is required, use a Tech 2 or Tech 2 WIN scan tool.

Note: Vehicles involved in this safety recall are also involved in safety recall 13454, 14063 or 14092. Check the Investigate Vehicle History (IVH) screen in the GM Global Warranty Management (GWM) system to determine which additional field action is applicable. Perform the service procedure provided in that bulletin in conjunction with the repair described in this bulletin.



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1. Remove the ignition lock cylinder. Refer to *Ignition Lock Cylinder Replacement* in SI.

Note: For ignition lock cylinder assembly and coding, use the instructions provided with the new cylinder. Refer to Corporate Bulletin 10-00-89-009B (USA) or 10-00-89-010 (Canada) for key code security guidelines and key code access information. GMODC locations should contact their local TAC. To properly seat the new ignition lock cylinder into the housing, the key must be inserted and turned to the RUN position.

2. Install a new ignition lock cylinder. Refer to *Ignition Lock Cylinder Replacement* in SI.
3. Cut two new ignition/door keys and attach the provided key ring to each key.

Note: Use a Tech 2 or a Tech 2 WIN scan tool to perform a key learn or programming event.

4. Program the new keys to the vehicle, if required. Refer to "Replacing Keys" in SI.

The following vehicles do NOT require any KEY programming:

2003-2007 MY Saturn Ion

2005 MY Chevrolet Cobalt

2005 MY Pontiac Pursuit

Note: Verify key function in the ignition cylinder as well as all door and trunk lock cylinders prior to delivery to the customer. If the replacement key will not work in the doors or trunk of the vehicle, refer to *Replacement Key Modification* in this bulletin.

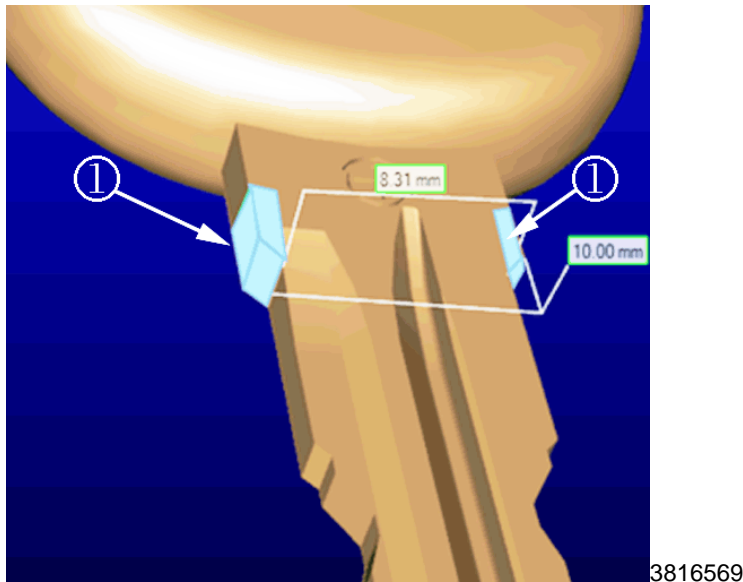
Note: Do not return the old keys to the customer. These keys must be destroyed and not reused. Inform the customer to destroy and not use any keys that were not brought in for this repair.

5. Complete final function check. With key in off position, verify that key can be inserted and removed with normal operating effort. Rotate key through full operating positions and verify that key rotates with normal operating effort. With key in run position, firmly pull the key to verify it cannot be pulled out of the ignition cylinder. Return key to off position and remove key. Final function check complete. If any of the prior checks are not completed successfully, then verify correct assembly, coding and installation of lock cylinder and repeat final function check. If symptoms repeat, call the GM Product Quality Center (PQC) at 866-654-7654 for assistance.

6. Assemble the new key(s), the key fob(s) and the ½" key ring together.

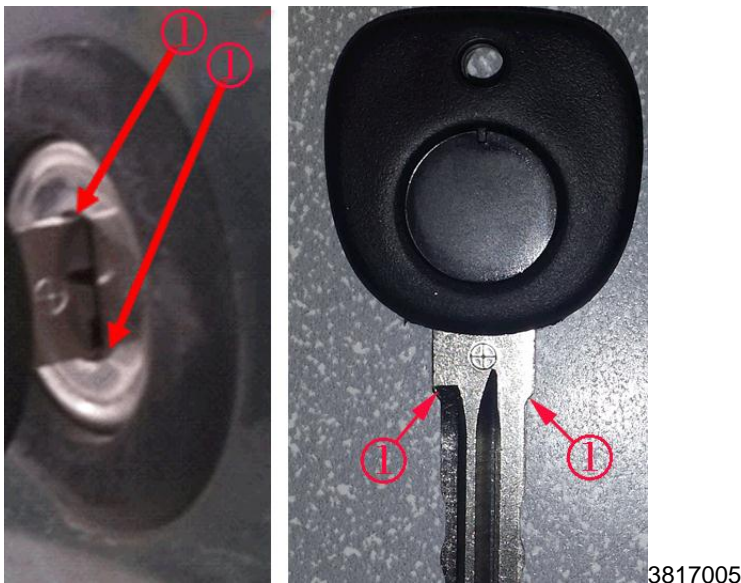
Replacement Key Modification

For the Saturn Ion only, if the replacement key profile is wider near the key head than the original equipment manufacturer (OEM) key, and it may only work in the ignition lock cylinder and not in the doors or trunk. The replacement key may require modification BEFORE it can be used to open a vehicle door or trunk. Perform the *Key Modification* procedure in this bulletin if the replacement key will not open the doors or trunk of the vehicle.



Note: GM Dealers should NOT replace door and trunk lock cylinders or provide two sets of keys (one for the ignition and one for the doors / trunk) to the vehicle owner for this condition.

1. Using a file, remove the extra width of key near the over molded head as shown in blue (1) in the photograph above. Removing this material makes the width of the key 8.3mm (same as the OEM key) rather than 10mm. This will allow the key to enter fully into the door and trunk lock cylinders.



Note: Without the modification, the key stops on the shoulder and will not fully enter the key lock cylinder. Refer to the photograph.

2. Verify key function in the ignition cylinder as well as all door and trunk lock cylinders prior to delivery to the customer.

After the vehicle is repaired and returned to the customer, it is very important to review and give them a copy of the notice provided on the last page of this bulletin. During the review, you should emphasize the following points:

- All original or previously reproduced keys should be destroyed.
- Customers have received new keys with a small round hole (rather than a slot) and a new 13mm (1/2") key ring that are designed to further reduce any risk of inadvertently moving the ignition key position.
- Any additional keys can be obtained free of charge from a GM dealer. Customers will receive a follow-up communication with details. Please note: Additional key will be made available once initial recall demands are met.
- If you replace a vehicle key, always use a key of the exact same design as the repair key, including shape, size and key hole.
- Use only the single (1/2") key ring that is small and light and does not make contact with you or parts of the vehicle while driving. Keep no more than one or two essential keys and the key fob (if equipped) on the ring. Do not attach anything else to the key ring.
- Finally, please ask customers to review the video message from Jeff Boyer, Vice President, Global Vehicle Safety posted on www.GMIgnitionUpdate.com. It provides additional background on the extensive testing General Motors has done, as well as important reminders consistent with the information above.

CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by May 31, 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 and Export

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 May 31, 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 AND VEHICLE TOWING – For US and Canada

For purposes of this recall, it is permissible to offer courtesy transportation to those customers who express concern about the continued use of their vehicle or who require alternate transportation while the vehicle is in for the recall repairs. The availability of courtesy transportation to such customers 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. In addition, for purposes of this recall, it is permissible to provide free towing to a customer who may be concerned about operating their vehicle.

WARRANTY TRANSACTION INFORMATION

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

Labor Code	Description	Labor Time	Net Item
9100495	Replace Ignition Lock Cylinder (Chevrolet Cobalt, HHR and Pontiac G5, Pursuit and Saturn Ion) Add: Cut Two Keys and Perform Key Learn Procedure Add: Replacement Key Modification for Saturn Ion (if necessary)	0.5 0.4 0.1	N/A
9100496	Replace Ignition Lock Cylinder (Saturn SKY and Pontiac Solstice) Add: Cut Two Keys and Perform Key Learn Procedure	0.6 0.4	N/A
9100497*	Courtesy Transportation	N/A	***
9100498**	Customer Reimbursement Approved	0.2	****
9100499**	Customer Reimbursement Denied - For US dealers only	0.1	N/A

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

- * To avoid having to “H” route this transaction for approval, it must be submitted prior to the repair transaction (U.S. only).
- ** To avoid having to “H” route this transaction for approval, it must be submitted prior to the repair transaction (U.S. and Canada).
- *** The amount identified in “Net Item” should represent the actual dollar amount for courtesy transportation.
- **** The amount identified in “Net Item” should represent the actual dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle.

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

DEALER RECALL RESPONSIBILITY – For US and Export (US 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. 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.



When the vehicle is returned to the customer, it is very important to review and give them a copy of the notice provided below. Please reproduce locally.

Dear General Motors Customer:

As part of the repairs to your vehicle for the ignition switch and ignition cylinder safety recalls, you have been provided new keys with a round hole (rather than a slot) on new 13mm (1/2") key rings. These components are specifically designed to work together for your safety.

Only use the new keys and rings that have been provided to you by your dealer. Destroy any old slotted keys you still have that have not been turned into your GM dealer. Your GM dealer will provide replacement keys for your vehicle free of charge for the life of the vehicle. If you obtain an ignition key elsewhere, always use a key of the exact same design as the repair key, including shape, size and key hole.

Use only the single (1/2") key ring provided by your GM dealer. It is small and light to help prevent contact with you or parts of the vehicle while driving. Keep no more than one or two essential keys and the key fob (if equipped) on the ring. **Do not attach anything else to the key ring.** A heavy or large key ring or chain, or items on the ring or chain that contact vehicle components or the driver **MUST** be avoided because they can affect the safe operation of the vehicle.

Remember:

- Only use keys with a small round hole (not a slot)
- Use only a 1/2" diameter key ring (provided by your GM dealer)
- Only include 1 or 2 keys plus your key fob
- Don't attach extra items to your key ring
- Contact your dealer if you need new keys



Yes

No

Please share this information with any other drivers of the vehicle and keep this letter in your glove box so that it will be always be available for reference for current or future operators.

Finally, please review the video message from Jeff Boyer, Vice President, Global Vehicle Safety posted on www.GMIgnitionUpdate.com. It provides additional background on the extensive testing General Motors has done, as well as important reminders consistent with the information above.