
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Wednesday, February 12, 2014 4:25 PM
To:
Subject: Internal notification for: G_0000185373 Upcoming Safety Recall 13454 - Ignition Switch Replacement
Attachments: 13454 Q&A Document.pdf

Date: 2/12/2014 Ref. number: Service / Field Action / G_0000185373
Subject: **Upcoming Safety Recall 13454 - Ignition Switch Replacement**

**GM CUSTOMER CARE AND AFTERSALES
DCS3133
URGENT - DISTRIBUTE IMMEDIATELY**

Date: February 12, 2014

Subject: Upcoming Safety Recall 13454
Ignition Switch Replacement

Models: 2005-2007 Chevrolet Cobalt
2005-2006 Pontiac Pursuit (Canada Only)
2007 Pontiac G5

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

UPCOMING SAFETY RECALL 13454

Based on information from the National Highway Traffic Safety Administration (NHTSA) website, the media may report that General Motors will be announcing a safety recall that involves certain 2005-2007 model year Chevrolet Cobalt, 2005-2006 model year Pontiac Pursuit and 2007 model year Pontiac G5 vehicles. The total number of involved U.S. vehicles is approximately 619,000.

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.

Until this correction is performed, customers should remove non-essential items from their key ring.

To correct this condition, dealers are to replace the ignition switch. We are working with our suppliers to obtain the required parts as quickly as possible. We expect to have parts available beginning in April. Dealers will be advised when the recall bulletin and customer notification letter are scheduled for release. The attached Question & Answer document is being provided to assist with any customer inquiries you may receive about this upcoming recall.

The Investigate Vehicle History screen in the Global Warranty Management system will not be updated until the recall bulletin is released.

Please do not call GM Technical Assistance.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

 13454 Q&A Document.pdf Acrobat PDF (121.7KB)
13454 Q&A Document

Contact name:	E-Mail:
Department: Service - Brand Quality	Phone:
Intended roles: General Manager, Parts & Service Director, Parts Manager, Service Advisor, Service Manager, Used Vehicle Sales Manager, Warranty Administrator	
Archives: 7/12/2014	Expires: 2/12/2015