
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Friday, April 11, 2014 12:42 PM
To:
Subject: Internal notification for: G_0000189718 13454 - Safety Recall - Ignition Switch Replacement
Attachments: 13454 Bulletin.pdf

Date: 4/11/2014 Ref. number: Service / Field Action / 'G_0000189718
Subject: 13454 - Safety Recall - Ignition Switch Replacement

GM CUSTOMER CARE AND AFTERSALES
DCS3184
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 11, 2014

Subject: 13454 - Safety Recall
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, and Warranty Administrator

General Motors is releasing the service bulletin for Safety Recall 13454 today. Please see the attached bulletin for details.

Vehicles involved in this safety recall are also involved in safety recall 14113 or 14133. In the interest of customer satisfaction and to assist with dealer throughput, recall repairs for 13454 and 14113 or 14133 and should be performed in a single visit. Please see the notes provided below for additional information.

Customers will receive a notification letter in the near future advising them that parts are becoming available for recalls 13454 and 14113 or 14133, and they should contact their dealer to arrange a service appointment for the recall repairs. When contacted for a service appointment, schedule their appointment as soon as possible based on parts availability. Please place orders only for the ignition switch part number 23215459 and include the VIN. Orders will be fulfilled with parts needed for both recalls based on this.

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, 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.

Customer Letter Mailing

The customer letter mailing will begin in the near future. A dealer administrative message will be sent at that time.

Global Warranty Management (GWM)


The Investigate Vehicle History screen in GWM has been updated.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

 [13454 Bulletin.pdf](#) Acrobat PDF (327.5KB)
13454 bulletin

Contact name:	E-Mail:
Department: Service - Brand Quality	Phone:
Intended roles: General Manager, Parts & Service Director, Parts Manager, Service Advisor, Used Vehicle Sales Manager, Warranty Administrator	
Archives: 5/11/2014	Expires: 4/11/2015