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**From:** gm\_gmssg\_q01 <nobody@gm.com>  
**Sent:** Friday, April 11, 2014 5:37 PM  
**To:**  
**Subject:** Internal notification for: G\_0000189719 14113 - Safety Recall - Replace Ignition Lock Cylinder and Ignition Key  
**Attachments:** 14113 Bulletin.pdf

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Date: 4/11/2014 Ref. number: Service / Field Action / G\_0000189719  
Subject: 14113 - Safety Recall - Replace Ignition Lock Cylinder and Ignition Key

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**GM CUSTOMER CARE AND AFTERSALES  
DCS3185  
URGENT - DISTRIBUTE IMMEDIATELY**

**Date:** April 11, 2014

**Subject:** 14113 - Safety Recall  
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

**To:** All General Motors Dealers

**Attention:** General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, and Warranty Administrator

General Motors is announcing Safety Recall 14113 today. Please see the attached bulletin for details.

Vehicles involved in this recall are also involved in recall 13454, 14063 or 14092. In the interest of customer satisfaction and to assist with dealer throughput, recall repairs for 13454, 14063 or 14092 and 14113 should be performed in a single visit. Please see the notes provided below for additional information.

GM records indicate that the vehicles subject to this 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.

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).

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

**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 for customers 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.**

#### **Safety Recalls 13454 and 14063**

Owners of 2007 and earlier model year vehicles will receive notification letters in the near future advising them that parts are becoming available for both recalls (13454 or 14063, and 14133), and they should contact their dealer to arrange a service appointment for the recall repairs. When contacted for a service appointment, schedule the 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.

#### **Upcoming Safety Recall 14092**

Owners of 2008 and later model year vehicles will receive notification letters in the near future advising them that parts are not yet available for recall 14092. They will receive another letter when parts are available. Parts ordering instructions for the ignition switch for this recall (which is a different part number from the one listed above), will be forthcoming.

#### **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 will be updated on April 15, 2014.

#### **Campaign Initiation Detail Report (CIDR)**

The CIDR will be available in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES