

GM CUSTOMER CARE AND AFTERSALES
DCS3403
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 14, 2014

Subject: 14299C - Safety Recall
Unintended Ignition Key Rotation
Parts Information Section Revised

Models: 2005-2009 Buick Allure (Canada)
2005-2009 Buick LaCrosse
2006-2011 Buick Lucerne
2000-2005 Cadillac DeVille
2006-2011 Cadillac DTS
2006-2007 Chevrolet Monte Carlo
2006-2013 Chevrolet Impala
2014 Chevrolet Impala Limited (U.S. Fleet Only)

To: All Buick, Cadillac and Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
Used Vehicle Sales Manager and Warranty Administrator

The Parts Information section has been revised. Dealers should place orders via the Parts Workbench or EPIC using DRO or CSO. There is no need to place a CSO-3 order as stock will be available at your local PDC. Orders will process within the normal standards of service. Refer to answerbacks and/or order status inquiries for order information. Orders will continue to be monitored by GMCCA. Please discard all copies of 14299B.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES