

GM CUSTOMER CARE AND AFTERSALES
DCS3267
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 25, 2014

Subject: Upcoming Safety Recalls 14172, 14299 and 14350
Ignition Switch / Ignition Key
IVH Updated with Involved Vehicles

To: All General Motors 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 vehicles involved in upcoming safety recalls 14172, 14299 and 14350 are in the process of being updated in Global Warranty Management – Investigate Vehicle History. Due to the large number of VINs involved and system capacity issues, these updates will not be completed until early next week. This action is being taken to assist dealers in responding to customer inquiries about whether or not a particular vehicle is involved in one of these field actions. Dealers will be notified when the update process has been completed.

The vehicles involved in this update are identified below:

Recall 14172 – Ignition Switch

2003-2014 Cadillac CTS

2004-2006 Cadillac SRX

Recall 14299 – Ignition Switch

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 (Fleet Only)

Recall 14350 – Ignition Key

2000-2005 Chevrolet Impala

2000-2005 Chevrolet Monte Carlo

1997-2005 Chevrolet Malibu

1999-2004 Oldsmobile Alero
1998-2002 Oldsmobile Intrigue
1999-2005 Pontiac Grand Am
2004-2008 Pontiac Grand Prix

END OF MESSAGE
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