

GM CUSTOMER CARE AND AFTERSALES  
DCS3320  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 25, 2014

Subject: 14299 - Safety Recall  
Release From Stop Delivery Upon Completion of Recall  
Unintended Ignition Key Rotation

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

General Motors is releasing Safety Recall 14299 today. Vehicles involved in this recall were placed on stop delivery June 20, 2014.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in the near future.

**Global Warranty Management (GWM)**

The Investigate Vehicle History screen in GWM has been updated for this recall.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available in the near future.

END OF MESSAGE  
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