

GM CUSTOMER CARE AND AFTERSALES
DCS3322
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 25, 2014

Subject: 14350 - Safety Recall
Unintended Ignition Key Rotation

Models: 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

To: All General Motors Dealers

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

General Motors is releasing Safety Recall 14350 today. 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. 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
GM CUSTOMER CARE AND AFTERSALES