

GM CUSTOMER CARE AND AFTERSALES  
DCS3356  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 17, 2014

Subject: 14299A - Safety Recall  
Unintended Ignition Key Rotation  
Parts and Warranty Sections 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 and Warranty Transaction Information sections have been revised to allow dealer ordering of the Loctite adhesive and primer and the 3M adhesive, nozzle, applicator gun and plunger. These products are to be obtained directly from ExodusDirect. Do not attempt to order from GMCCA.

The pre-shipment of parts supplied by GMCCA will continue until further notice to dealers with involved vehicles. Dealers will receive cancellations on any order placed for these parts. Please discard all copies of bulletin 14299.

**END OF MESSAGE**  
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