

GM CUSTOMER CARE AND AFTERSALES
DCS3373
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 24, 2014

Subject: 14299B - Safety Recall
Unintended Ignition Key Rotation
Parts and Service Procedure 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 pre-shipment of parts supplied by GMCCA has concluded and the Parts Information section has been revised. Dealers may begin placing orders for key inserts, key cover kits and key rings starting September 24, 2014. A note has also been added to the beginning of the Service Procedure section regarding ignition lock cylinders that have two "ears" protruding from the cylinder. Please discard all copies of bulletin 14299A.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES