

GM CUSTOMER CARE AND AFTERSALES
DCS3451
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 18, 2014

Subject: 14350D - Safety Recall
Unintended Ignition Key Rotation
Parts Information and Service Procedure Sections Revised

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

In the Parts Information section, the quantity per vehicle repair approximation for one tube of Loctite Adhesive 426™ has been changed from 125 to 100 vehicles. In the Service Procedure section, the first bullet in the note at the beginning of procedure has been modified to clarify that either repair is acceptable and may be performed at the dealer's discretion. New photographs and text have also been added on pages 8 and 14. Additionally, a copy of the customer notification letter is now included.

Please see the attached bulletin for details and discard all copies of 14350C.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES