

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



# IMPORTANT SAFETY RECALL

October 2014

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2002-2004 model year Saturn VUE vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- This notice applies to your 2002-2004 model year Saturn VUE vehicle, VIN: \_\_\_\_\_.
- Your vehicle is involved in GM safety recall 14506.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

Some of these vehicles may have a condition in which the ignition key may be removed when the ignition is not in the "Off" position. If the ignition key is removed when the ignition is not in the "Off" position, unintended motion may occur, such as a vehicle roll away; (a) for an automatic transmission, if the transmission is not in "Park"; or (b) for a manual transmission, if the parking brake is not engaged and the transmission is not in reverse gear. This could result in a vehicle crash and occupant or pedestrian injuries.

### What will we do?

Your GM dealer will inspect your vehicle for ignition key pull out when the ignition is not in the "Lock" position and, if necessary, replace the ignition cylinder and provide you with two new ignition keys. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and/or service correction time of approximately 70 minutes.

**Until the inspection and, if necessary, repair can be performed, it is very important before exiting the vehicle that you make sure your vehicle is in "Park," or in the case of a manual transmission, to put the transmission into reverse gear and set the parking brake.**

**What should you do?**

You should contact your GM dealer to arrange a service appointment as soon as possible. **Please make sure to bring all of your vehicle's ignition keys with you to the appointment.**

However, in order to minimize your inconvenience, included on the last page of this letter is an inspection procedure that you can perform on your vehicle. If you are not comfortable performing this inspection, please contact your GM dealer as soon as possible.

If you perform the inspection and none of your vehicle's ignition keys can be removed from the ignition cylinder when the ignition is not in the "Lock" position, please complete the enclosed self-addressed, postage-paid reply form and mail it back to us so we can close the recall on your vehicle. If this condition occurs in the future, please contact your GM dealer to arrange a service appointment as soon as possible. The repair will be covered under this safety recall at no-charge for the life of the vehicle.

If you perform the inspection and one or more of your vehicle's ignition keys can be removed from the ignition cylinder when the ignition is not in the "Lock" position, please contact your GM dealer to arrange a service appointment as soon as possible. Return of the enclosed prepaid response form is not necessary.

**Until your vehicle can be repaired, it is very important before exiting the vehicle that you make sure your vehicle is in "Park," or in the case of a manual transmission, to put the transmission into reverse gear and set the parking brake.**

**Did you already pay for this repair?**

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by October 31, 2015, unless state law specifies a longer reimbursement period.

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Saturn	1-800-553-6000	1-800-833-6000
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V490.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

Enclosures  
GM Recall #14506

## General Motors Product Field Action Customer Reimbursement Request Form

**This section to be completed by customer (please print)**

Customer Name: \_\_\_\_\_

Street Address or P. O. Box Number: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Daytime Telephone Number (include Area Code): \_\_\_\_\_

Evening Telephone Number (include Area Code): \_\_\_\_\_

Date Request Form and Supporting Documentation Submitted to Dealer: \_\_\_\_\_

Vehicle Identification Number of Involved Vehicle: \_\_\_\_\_  
(17 Characters)

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Amount of Reimbursement Requested: \$ \_\_\_\_\_

**THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.**

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.  
**(Copy of cancelled check, copy of credit card receipt or receipt for cash payment)**

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: \_\_\_\_\_

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

**This section to be completed by dealer (please print)**

Bulletin No.: \_\_\_\_\_ Request Approved: \_\_\_\_\_ Date: \_\_\_\_\_ Amount: \$ \_\_\_\_\_

Request Denied: \_\_\_\_\_ Date: \_\_\_\_\_ Reviewed By: \_\_\_\_\_

Reason: \_\_\_\_\_

If denied, please provide a copy of this form to the customer and retain original for your files

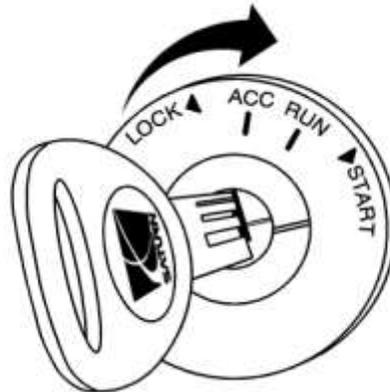
## Ignition Key Inspection Procedure

Please note that your vehicle's ignition key may have some movement. This is normal, and it is operating correctly as long as the key cannot be removed from the lock cylinder when the ignition is in the "ACC," "Run," or "Start" positions.

Important: Due to possible variation between keys, this inspection must be performed using all of your vehicle's ignition keys. Please make sure that each ignition key is inspected as per the procedure described below.

With the key in the ignition cylinder, you can turn it to four different positions. **You should only be able to remove the key when the ignition is turned to the "Lock" position.** Below is a description and diagram of the four ignition positions:

1. **LOCK:** This position locks your steering column in a vehicle with a manual transaxle. It is a theft-deterrent feature. If you have an automatic transaxle, the ignition cylinder cannot be turned to "Lock" unless the shift lever is in "Park" (P).
2. **ACC (Accessory):** This position operates some of your electrical accessories. It unlocks the steering wheel and ignition.
3. **RUN:** This is the position the cylinder returns to after you start your engine and release the key. The cylinder stays in the "Run" position when the engine is running. But even when the ignition is not running, you can use "Run" to operate your electrical accessories and to display some warning and indicator lights.
4. **START:** This position starts the engine. When the engine starts, release the key. The ignition key will return to "Run" for normal driving



**To perform the inspection:** Determine if the key can be removed from the ignition cylinder in any position other than the "Lock" position.

- If the ignition key cannot be removed from the ignition cylinder in any position other than the "Lock" position, no repair is necessary. Please complete the attached reply form indicating that you performed the inspection and none of your vehicle's ignition keys could be removed when the ignition is not in the "Lock" position. This self-addressed, postage-paid reply form is easy to complete and can be dropped in any U.S. Postal Service mail box.

If you performed the inspection and none of your vehicle's ignition keys could be removed when the ignition was in "Run," "ACC," and "Start," but you do not return the reply form, GM will continue to send you reminders about this safety recall for up to 24 months.

- If the ignition key can be removed from the ignition cylinder when the ignition is in a position other than the "Lock" position, reinsert the ignition key and turn the ignition key to the "Lock" position which will stop the engine. Please contact your GM dealer to arrange

a service appointment as soon as possible. Your dealer will replace your vehicle's ignition cylinder and provide you with two new ignition keys.

**Until the repair can be performed, it is very important before exiting the vehicle that you make sure your vehicle is in "Park," or in the case of a manual transmission, to put the transmission into reverse gear and set the parking brake.**

We sincerely appreciate your cooperation and apologize for this inconvenience. Please remember to unset the parking brake before driving your vehicle. If you are not comfortable performing this inspection, please contact your GM dealer as soon as possible.