

Frequently Asked Questions for Ignition Switch Recall 13454 & 14063

Vehicles Involved: All 2005-2007 Cobalt, G5, 2003-2007 Ion, 2006-2007 HHR, 2005-2006 Pursuit (Canada), 2006-2007 Solstice, 2007 Sky

RECALL INFORMATION

Q1. Are the recalled vehicles safe to drive?

A1. There is a risk, under certain conditions, that your ignition switch may move out of the “run” position, resulting in a partial loss of electrical power and turning off the engine. This risk increases if your key ring is carrying added weight (such as more keys or the key fob) or your vehicle experiences rough road conditions or other jarring or impact related events. If the ignition switch is not in the run position, the air bags may not deploy if the vehicle is involved in a crash, increasing the risk of injury or fatality.

Please advise customer – “Until the safety recall repairs have been performed, it is very important that you use the ignition key and nothing else (including fob) on your key ring.”

Q2. Which vehicles are involved?

A2. All 2005-2007 Cobalt, G5, 2003-2007 Ion, 2006-2007 HHR, 2005-2006 Pursuit (Canada), 2006-2007 Solstice, 2007 Sky vehicles are involved in the recall.

Q3. Why weren't all of the vehicles (Ion, Solstice, Sky, HHR) included initially when the Chevrolet Cobalt and Pontiac G-5 were recalled?

A3. As we continued to review the overall situation, we decided to recall the additional vehicles. Customer safety is paramount to GM.

Q4. Customer owns a Saturn/Pontiac. Where should they take their car to have the recall repairs performed?

A4. Any Chevrolet, Buick, GMC or Cadillac dealer can perform the repairs.

Q5. Why did it take so long between the first report of a field incident and recalling these vehicles?

A5. Customer safety is paramount to GM. We deeply regret the events that led to the recall. We have duly informed NHTSA of our decision to conduct a voluntary recall, and we will continue to cooperate with the agency on any inquiry they have with respect to timeliness.

March 4, 2014

CUSTOMER COMMUNICATIONS, PARTS AVAILABILITY & REPAIR TIMING

Q6. Will anything out of the ordinary be done to reach customers since these vehicles are older and likely are in the hands of second or third owners?

A6. GM will undertake diligent efforts to reach affected customers. GM will be mailing owners a **letter** the **week of March 10** informing them of the recall and reminding them to use only the ignition key (no key fob or other material) until the recall repair is completed. Customers will subsequently get a **second letter** informing them when they can contact dealers for repair appointments.

Q7. When can customers reasonably expect to be able to get their cars fixed?

A7. We expect the first parts to be available beginning in April, with parts availability improving as time goes on. We will be working with customers on an individual, case by case basis to minimize inconvenience associated with the recall. We also are working diligently with our suppliers to develop and validate replacement parts and to have increased production in place to meet demand.

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Q8. Will customers have to pay for the repair?

A8. The repair will be done at no charge.

Q9. What exactly is the repair? How long will it take?

A9. The ignition switch will be replaced. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time, which is less than an hour.

Q10. Will customers be able to get a loaner/rental vehicle while the car is being repaired?

A10. Yes this is possible. Once customers are notified that the parts are available, they are requested to contact their dealership to make an appointment, and customers can discuss courtesy transportation with their dealer at that time.

Q11. Once the repair is completed, can customers put their heavy key ring back on?

A11. We recommend that customers only utilize the key, key ring and key fob (if equipped) that came with the vehicle.

CUSTOMER CONCERNS

Q12. What does the following statement mean – we will work with customers on an individual, case-by-case basis to minimize inconvenience associated with the recall?

A12. GM and our dealers will work with each customer individually to minimize inconveniences they could experience until the recall repairs are made to their vehicles, up to and including providing a rental or loaner vehicle, where appropriate.

Please advise customer – “Until the safety recall repairs have been performed, it is very important that you use the ignition key and nothing else (including fob) on your key ring.”

Q13. What if the customer indicates that they are afraid they will have the failure based on what they are hearing in the media, or don't feel safe driving their car, or cannot wait for parts to arrive?

A13. For situations where a customer may be concerned about operating their vehicle and is requesting alternate transportation, dealership service management is empowered to place the customer into a courtesy vehicle until parts are available to repair the vehicle. See **Bulletin 07-00-89-037** for courtesy transportation guidelines. Service management must document their approval for courtesy transportation by submitting their authorization via the **Dealer Aftersales Empowerment Portal** prior to the customer receiving the courtesy transportation vehicle. Utilize **labor code 9100387** and provide a brief comment noting the customer's concern in the “additional comments” field, using 00 (unknown) for the estimated days of rental. Once the form is submitted, an email confirmation will be sent to your District Manager, Aftersales.

Q14. What if customer references the USA Today news article that stated issue has occurred even when driver did not have a heavy key chain?

A14. Please advise customer – “Until the safety recall repairs have been performed, it is very important that you use the ignition key and nothing else (including fob) on your key ring.”

“There is a risk, under certain conditions, that your ignition switch may move out of the “run” position, resulting in a partial loss of electrical power and turning off the engine. This risk increases if your key ring is carrying added weight (such as more keys or the key fob) or your vehicle experiences rough road conditions or other jarring or impact related events. If the ignition switch is not in the run position, the air bags may not deploy if the vehicle is involved in a crash, increasing the risk of injury or fatality. “

Q15. What if customer calls indicating they are experiencing the condition, or have just experienced the condition? What if towing is required?

A15. **Please advise customer** – “Until the safety recall repairs have been performed, it is very important that you use the ignition key and nothing else (including fob) on your key ring.”

For those customers who request that their vehicle be towed, dealer service management must contact Roadside Assistance to request towing on behalf of the customer under Safety Recall 13454 or 14063. Be certain to have the customer Vehicle Identification Number, contact information and vehicle pick up address to provide to Roadside Assistance.

Roadside Assistance can be contacted at 855-381-5826. This is a dedicated number which has been established just for this recall.

Q16. What if customer calls indicating they have been in an accident related to this condition?

A16. As with any accident, it is important to call 911, if necessary, and notify the police. If customer thinks the accident was caused by this condition, indicate that we can get them to the appropriate department who can assist them.

Customer should be forwarded to Product Assistance Claims (PAC). Please call 800-231-1841 on behalf of the customer. Press prompt #2 then prompt #3 to open a PAC case on behalf of the customer.

Q17. What if customer indicates they do not feel safe and would like their vehicle bought back?

A17. Please explain that we understand their concerns. General Motors is not offering repurchase as a remedy. To assist dealers in helping customers who are involved in this recall that request assistance, we are announcing a special cash allowance in the amount \$500 available when these customers purchase or lease a new 2013 / 2014 / 2015 model year Chevrolet, Buick, GMC or Cadillac. This special cash allowance must be passed on to the eligible customer at the time of the transaction and is in addition to other national and regional offers. The special cash allowance is not transferable and is intended to assist those customers who are unhappy and may want to trade out of their vehicle or buy a new GM product. Advise customers that at this time, the special cash allowance is effective through April 30. GM will not market or solicit owners using this allowance. We ask that Dealers do not market to or solicit these customers either. This special cash allowance is not a sales tool; it is to be used to help customers in need of assistance. The allowance is effective today. Please reference Program Number 14-40AAQ for details.

In any event, please advise customer – “Until the safety recall repairs have been performed, it is very important that you use the ignition key and nothing else (including fob) on your key ring.”

Q18. What if customer indicates they have had previous repair expenses related to the ignition switch, or have incurred expenses to repair the ignition switch in a vehicle they no longer own?

A18. Customers will be reimbursed for prior ignition switch repairs. The letter advising customers that parts are available for the recall repairs will also include instructions on how to request reimbursement for ignition switch repairs they have paid for. Customers should follow these instructions to request reimbursement.

Please note: If the vehicle previously had the ignition switch replaced, it still must be replaced again as part of this recall.

Q19. What if customer references a letter they received in 2012 regarding ignition lock cylinders? Is this the same thing?

A19. No, it is not. Try to confirm that they are owners of a 2008 Cobalt, 2008/2009 HHR, or 2008 G5. Also, please confirm that the letter they're referring to involves Special Coverage #12089, regarding a binding ignition lock cylinder. Explain that Special Coverage #12089 involved a different part than the ignition switch in this recall.

Q20. When will the recall be listed in vehicle history?

A20. Information will be loaded into Investigate Vehicles History (IVH) on March 10, 2014.

Q21. What should dealers do if they receive inquiries from the media?

A21. Dealers should contact the Communications team in their respective regional office for guidance.