



# Recall Bulletin

## PRODUCT SAFETY RECALL

**SUBJECT:** Ignition Lock Cylinder Binding

**MODELS:** 2011-2012 Cadillac Escalade, Escalade ESV, Escalade EXT  
2011-2012 Chevrolet Avalanche, Silverado, Suburban, Tahoe  
2011-2012 GMC Sierra, Yukon, Yukon XL

The Warranty Transaction Information section has been revised to correspond with the GM Labor Time Guide which is being updated to provide additional time for the 2011-2012 model year Cadillac Escalade, Escalade ESV and Escalade EXT vehicles. Please discard all copies of bulletin 14696A.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles that were serviced with a suspect part will be covered under Safety Recall 14912.

### CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in **certain** 2011-2012 model year Cadillac Escalade, Escalade ESV, and Escalade EXT, Chevrolet Avalanche, Silverado, Suburban, and Tahoe, and GMC Sierra, Yukon, and Yukon XL vehicles, and vehicles serviced with defective parts. Certain of these vehicles may have an ignition lock actuator with an outer diameter that exceeds specifications. These ignition lock actuators may make turning the ignition key difficult and the ignition key could get stuck in the “start” position if the vehicle’s interior ambient temperature is sufficiently high. If the vehicle is driven with the key stuck in the “start” position, and the vehicle’s interior temperature cools or the vehicle experiences a significant jarring event, the ignition lock cylinder could move out of the “start” position, rotate past the “run” position, and move into the “accessory” position.

If the key moves into the “accessory” position, engine power, power steering, and power braking will be affected, increasing the risk of a crash. In the event of a crash, the timing of the key movement into the “accessory” position relative to the activation of the sensing algorithm of the crash event may result in the airbags not deploying, increasing the potential for occupant injury in certain types of crashes.

### CORRECTION

Dealers are to inspect the steering column for identifying information (production cavity number) and, if necessary, replace the ignition lock housing.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

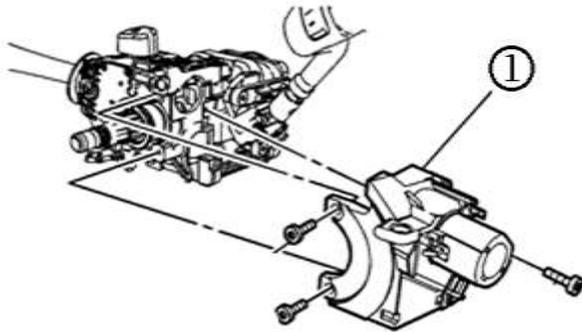
**Important: It is estimated that less than 1% of involved vehicles will require ignition lock cylinder case replacement. Please order parts accordingly.**

Part Number	Description	Quantity/Vehicle
26088811	CASE, IGN LK CYL	1 (If Req'd)
00274414	RING,STRG WHL AIRBAG COIL RET	1

SERVICE PROCEDURE

**Note:** When performing either the inspection or replacement procedure, ensure that all steps and associated links within SI are completed. This includes replacement of the inflatable restraint steering wheel module coil retaining ring which is specified within the Steering Wheel Airbag Coil Replacement procedure.

## Inspect Ignition Lock Cylinder Case



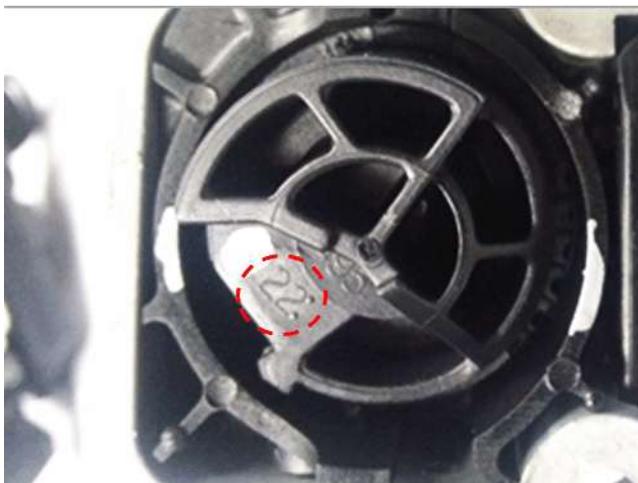
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1. Remove the ignition lock cylinder case (1) from the steering column. Refer to Ignition Lock Cylinder Case Replacement in SI.



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2. Inspect the inboard side of the housing for the mold cavity number, at the location shown circled in the graphic above:

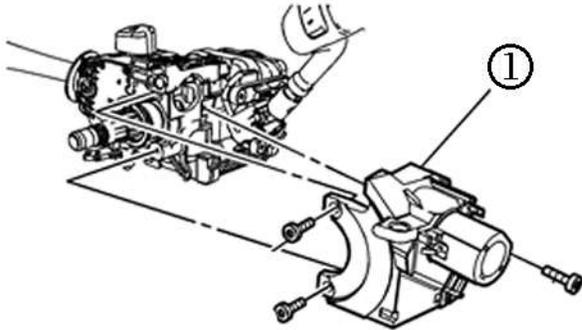


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- If the cavity number reads “22”, the ignition lock cylinder case MAY contain the failure issue and you should move directly to the Service Procedure below.

- If the cavity number reads anything other than “22”, the case can be reinstalled and no further action is required. For reinstallation, refer to Ignition Lock Cylinder Case Replacement in SI.

### Replace Ignition Lock Cylinder Case



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1. Replace the ignition lock cylinder case with a new service part. Refer to Ignition Lock Cylinder Case Replacement in SI.

### CUSTOMER REIMBURSEMENT - For U.S.

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by February 29, 2016, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

**All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.**

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

**IMPORTANT:** GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by February 29, 2016.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

COURTESY TRANSPORTATION – For U.S. and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

**Note:** *To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.*

Labor Code	Description	Labor Time	Net Item
9101180	Ignition Lock Cylinder Case Inspection	0.9	N/A
9101231	Ignition Lock Cylinder Case Replacement (Incl Inspection) Add: Escalade, Escalade ESV, Escalade EXT	0.9 0.3	N/A
9101232	Customer Reimbursement Approved	0.2	*
9101233	Customer Reimbursement Denied - For U.S. Dealers Only	0.1	N/A

**Note:** *Customer reimbursement will not close this recall. The service procedure must also be performed on the vehicle.*

\* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION – For U.S. and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

## CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the U.S. National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

## DEALER RECALL RESPONSIBILITY – For U.S. and Export (U.S. States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The U.S. National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the U.S. National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

## DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.





# IMPORTANT SAFETY RECALL

February 2015

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

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 2011-2012 model year Cadillac Escalade, Escalade ESV, and Escalade EXT, Chevrolet Avalanche, Silverado, Suburban, and Tahoe, and GMC Sierra, Yukon, and Yukon XL vehicles, and vehicles serviced with defective parts. 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

- Your vehicle is involved in GM recall 14696.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

Certain vehicles may have an ignition lock actuator with an outer diameter that exceeds specifications. These ignition lock actuators may make turning the ignition key difficult and the ignition key could get stuck in the “start” position if the vehicle’s interior ambient temperature is sufficiently high. If the vehicle is driven with the key stuck in the “start” position, and the vehicle’s interior temperature cools or the vehicle experiences a significant jarring event, the ignition lock cylinder could move out of the “start” position, rotate past the “run” position, and move into the “accessory” position.

If the key moves into the “accessory” position, engine power, power steering, and power braking will be affected, increasing the risk of a crash. In the event of a crash, the timing of the key movement into the “accessory” position relative to the activation of the sensing algorithm of the crash event may result in the airbags not deploying, increasing the potential for occupant injury in certain types of crashes.

### What will we do?

Your GM dealer will inspect the steering column for identifying information (production cavity number) and, if necessary, replace the ignition lock housing. 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 55 minutes.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

**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 February 29, 2016, 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)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
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 14V-827.

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

Enclosure  
GM Recall #14696