



# Recall Bulletin



## F/CMVSS NONCOMPLIANCE RECALL

**SUBJECT:** Steering Column Lock Actuator Gear

**MODELS:** 2013 Cadillac Escalade, Escalade ESV and Escalade EXT  
2013 Chevrolet Avalanche, Express, Silverado HD, Silverado LD, Suburban and Tahoe  
2013 GMC Savana, Sierra HD, Sierra LD, Yukon and Yukon XL

This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 12331.

Dealers are to inspect all involved inventory vehicles as soon as possible. Do not deliver, dealer trade, or use the vehicle for demonstration purposes until this recall has been performed.

### CONDITION

General Motors has decided that certain 2013 model year Cadillac Escalade, Escalade ESV and Escalade EXT; Chevrolet Avalanche, Express, Silverado HD, Silverado LD, Suburban and Tahoe; and GMC Savana, Sierra HD, Sierra LD, Yukon and Yukon XL model vehicles may fail to conform to Federal/Canada Motor Vehicle Safety Standard 102, Transmission Shift Position Sequence, Starter Interlock, and Transmission Braking Effect, and Standard 114, Theft Protection and Rollaway Prevention. These vehicles may have been built with a fractured park lock cable or a malformed steering column lock actuator gear in the lock module assembly.

With this condition, the driver could shift from Park position with key removed from ignition or key in OFF position, and there would not be illumination of the PRNDL position. Also, the transmission can be shifted out of Park without application of the brake pedal while key is in OFF position. The key may be rotated to OFF position and removed while shifter is not in Park position, and the vehicle could roll away after the driver has exited the vehicle, resulting in a possible crash without prior warning.

### CORRECTION

Dealers are to perform an inspection to evaluate the proper function of the shifter, and if necessary, replace the steering column.

## 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 US 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

Steering column assemblies are to be obtained by sending an email to Nexteer at [timothy.childs@nexteer.com](mailto:timothy.childs@nexteer.com) or [danny.goree@nexteer.com](mailto:danny.goree@nexteer.com). Steering columns will be shipped to dealers at no-charge.

The following is to be included in the email:

- Dealership Name
- Shipping Address
- Contact Person
- Contact Email Address
- Contact Telephone Number
- Full 17-character vehicle identification number (VIN)

**Note: All steering column assemblies are to be returned to the Warranty Parts Center. Please hold all assemblies until you receive the Warranty Parts Return Request form.**

## SERVICE PROCEDURE

**Note: All of the following inspection procedure steps must be performed with the engine off (not running) and Park Brake applied.**

1. With the ignition key in the OFF position, attempt to move the shift lever out of P (Park).
  - If the shift lever cannot be shifted out of P (Park), continue the inspection and proceed to step 2.
  - If the vehicle shifts out of P (Park), proceed to step 3.

2. With the ignition key in the RUN position, brake pedal applied and the shift lever in the D (Drive) position, attempt to turn the ignition key back to the OFF position and remove the key.
  - If the key cannot be rotated fully to the OFF position and cannot be removed, the inspection is complete. No further action required.
  - If the key can be rotated to the OFF position and removed, proceed to step 3.
3. Replace the steering column. Refer to the Steering Column Replacement procedure in SI.

#### COURTESY TRANSPORTATION – For US 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.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
V2734	Inspect Steering Column – No Further Action Req'd	0.2	
V2735	Inspect & Replace Steering Column	1.6	*

- \* Steering column assemblies are being provided to dealers at no-charge. Dealers are to submit for only the applicable Mark-Up on the assembly.

#### CUSTOMER NOTIFICATION – For US 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 US 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 US and Export (US 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 US 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 US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

**This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.**

#### DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealer's 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 facility 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.



January 2013

Dear General Motors Customer:

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

General Motors has decided that certain 2013 model year Cadillac Escalade, Escalade ESV and Escalade EXT; Chevrolet Avalanche, Express, Silverado HD, Silverado LD, Suburban and Tahoe; and GMC Savana, Sierra HD, Sierra LD, Yukon and Yukon XL model vehicles may fail to conform to Federal Motor Vehicle Safety Standard 102, Transmission Shift Position Sequence, Starter Interlock, and Transmission Braking Effect, and Standard 114, Theft Protection and Rollaway Prevention.

As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

<p><b>I M P O R T A N T</b></p> <ul style="list-style-type: none"> <li>• Your vehicle is involved in recall 12331.</li> <li>• Schedule an appointment with your GM dealer.</li> <li>• This service will be performed for you at <b>no charge</b>.</li> </ul>
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**Why is your vehicle being recalled?**

Your vehicle may have been built with a fractured park lock cable or a malformed steering column lock actuator gear in the lock module assembly. With this condition, you could shift from Park position with the key removed from ignition or key in the OFF position, and there would not be illumination of the PRNDL position. Also, the transmission can be shifted out of Park without application of the brake pedal while the key is in OFF position. The key may be rotated to OFF position and removed while the shifter is not in Park position, and the vehicle could roll away after you have exited the vehicle, resulting in a possible crash without prior warning.

**What will we do?**

Your GM dealer will perform an inspection to evaluate proper function of the shifter, and if necessary, replace the steering column. 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 time of approximately 15 minutes. If the steering column requires replacement, an additional 1 hour and 40 minutes will be required.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

**What should**

You should contact your GM dealer to arrange a service

**you do?** appointment as soon as possible.

**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 13V001.

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

Jim Moloney  
General Director,  
Customer and Relationship Services

GM Recall #12331