



# Recall Bulletin



## F/CMVSS NONCOMPLIANCE RECALL

**SUBJECT:** Ignition Key Retention

**MODELS:** 2013 Chevrolet Express  
2013 GMC Savana

This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 12332.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

**NOTE:** When customers call to schedule an appointment for this recall, obtain the VIN so that parts can be ordered and available on the day of their appointment. Also, remind the customer to bring all of the vehicle keys on the day of their appointment. Once the new ignition lock cylinder is installed, the old keys will no longer start the vehicle.

### CONDITION

General Motors has decided that certain 2013 model year Chevrolet Express and GMC Savana vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 114, for ignition key retention. These vehicles have a condition where the ignition key can be removed from the ignition when it is not in the OFF position. This could allow theft of the vehicle or unintended movement of the vehicle, resulting in a possible crash.

### CORRECTION

Dealers are to replace the ignition lock cylinder and the associated keys.

### 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

**IMPORTANT: IGNITION LOCK CYLINDERS ARE VIN SPECIFIC. DO NOT use on any vehicle other than the one with the matching VIN. The keys will NOT operate the door locks if the cylinder is placed in another vehicle.**

Ignition lock cylinders and keys are to be obtained by sending an email to Strattec at strattecGMignition@strattec.com. Cylinders and keys will be shipped to dealers at no-charge. Four keys will be shipped with each cylinder.

**Note: Ignition lock cylinders will be shipped precoded.**

**Note: The door locks will not require replacement. The new keys will operate the existing door locks.**

The following must be included in the email:

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

### SERVICE PROCEDURE

**Note: Ignition lock cylinder will be shipped precoded.**

**Note: The door locks will not require replacement. The new keys will operate the existing door locks.**

1. Remove the ignition lock cylinder. Refer to *Ignition Lock Cylinder Replacement* in SI.
2. Install a new ignition lock cylinder and relearn keys. Refer to *Ignition Lock Cylinder Replacement* and *Adding Keys* in SI.
3. Technicians must email ekchelp@gmexpert.com with the VIN indicating they have completed the recall. This will allow the keycodes to be updated in the keycode look-up system for future need. Dealer should include VIN, BAC, and Recall number (12332) in the email subject line.

**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> |
|-------------------|--|-------------------|-----------------|
| V2741             | Replace Ignition Lock Cylinder (inc relearn) | 0.7               | *               |

\* Ignition lock cylinders are being provided to dealers at no-charge. Dealers are to only submit for the applicable Mark-Up or Landed Cost (Export) of the ignition lock cylinder.

**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.



February 2012

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 Chevrolet Express and GMC Savana vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 114, for ignition key retention. 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.

## **IMPORTANT**

- Your vehicle is involved in recall 12332.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### **Why is your vehicle being recalled?**

Your vehicle may have a condition where the ignition key can be removed from the ignition when it is not in the OFF position. This could allow theft of the vehicle or unintended movement of the vehicle, resulting in a possible crash.

### **What will we do?**

Your GM dealer will replace the ignition key cylinder and 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 service correction time of approximately 45 minutes.

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 do?**

You should contact your GM dealer to arrange a service appointment as soon as possible. This will allow your dealer to order and have the necessary parts on the date of your appointment. Your dealer will need the 17-character Vehicle Identification Number (VIN) from your vehicle, which can be found at the top of this letter.

**Please remember to bring all of the vehicle keys with you on the day of your scheduled appointment.**

### **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) |
|-----------------------|----------------|-----------------------|
| Chevrolet             | 1-800-630-2438 | 1-800-833-2438        |
| GMC                   | 1-866-996-9463 | 1-800-462-8583        |
| Guam                  | 1-671-648-8450 |                       |
| 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 **13V010**.

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 #12332