

GM CUSTOMER CARE AND AFTERSALES  
DCS3645  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 29, 2015

Subject: 14696B - Safety Recall  
Ignition Lock Cylinder Binding  
Warranty Transaction Information Revised

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

To: All Cadillac, Chevrolet, and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, Used Vehicle Sales Manager,  
and Warranty Administrator

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 see the attached bulletin for details and discard all copies of bulletin 14696A.

END OF MESSAGE  
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