

GM CUSTOMER CARE AND AFTERSALES
DCS3486
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 23, 2014

Subject: 14696 - Upcoming Safety Recall
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

To: All Cadillac, Chevrolet, and GMC Dealers

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

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves 2011-2012 model year Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Silverado, Tahoe, Suburban; and GMC Sierra, Yukon, Yukon XL vehicles. The GM recall number is 14696.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2011–2012 model year Cadillac Escalade Models, Chevrolet Avalanche, Silverado, Suburban, and Tahoe, GMC Sierra and Yukon 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.

This is a courtesy notification to dealers. Dealers will be advised when recall bulletin 14696 is scheduled for release. **A separate recall bulletin, 14912 will be issued covering this issue for vehicles serviced with suspect parts.**

The Investigate Vehicle History screen in the Global Warranty Management system will be updated for this upcoming safety recall. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries. Please note the "N/A" under Release Date and the "Incomplete – Remedy Not Yet Available" message under Status. This means release of the recall bulletin is still pending and dealers should not attempt to perform any repairs at this time.

END OF MESSAGE
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