

GM CUSTOMER CARE AND AFTERSALES  
DCS3655  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 8, 2015

Subject: 14912B – Service Parts Safety Recall  
Ignition Lock Cylinder Binding  
Warranty Transaction Information Section Revised

Models: Various Serviced Vehicles

To: All General Motors Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, New Vehicle Sales 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 any 2011-2012 model year Cadillac Escalade, Escalade ESV and Escalade EXT vehicles that may be involved. Please see the attached bulletin for details and discard all copies of bulletin 14912A.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES