

GM CUSTOMER CARE AND AFTERSALES
DCS3529
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 5, 2015

Subject: 14696 - Safety Recall
Ignition Lock Cylinder Binding

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

General Motors is releasing Safety Recall 14696 today. The total number of U.S. vehicles involved is approximately 76,000. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on February 14, 2015.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated February 5, 2015.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available February 6, 2015.

END OF MESSAGE
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