

GM CUSTOMER CARE AND AFTERSALES  
DCS3623  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 9, 2015

Subject: 14696A - Safety Recall  
Ignition Lock Cylinder Binding  
Parts Information and Service Procedure 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 Parts Information and Service Procedure sections have been revised. Replacement of the inflatable restraint steering wheel module coil retaining ring is required. Please see the attached bulletin for details and discard all copies of bulletin 14696.

END OF MESSAGE  
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