



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Ignition Key

**MODELS:** 2010-2014 Chevrolet Camaro

This bulletin has been revised to include part number information and add a declination process, if the customer refuses this recall repair. Please discard all copies of bulletin 14294.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery June 12, 2014. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

### CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in all 2010-2014 model year Chevrolet Camaro vehicles. There is a risk, under certain conditions, that some drivers may bump the ignition key with their knee and unintentionally move the key away from the "run" position. If this occurs, engine power, and power braking will be affected and power steering may be affected, increasing the risk of a crash. The timing of the key movement out of the "run" 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 kinds of crashes.

Until the recall has been performed, it is very important that drivers adjust their seat and steering column to allow clearance between their knee and the ignition key.

### CORRECTION

Dealers are to remove the key blade from the original flip key/RKE transmitter assemblies provided with the vehicle, and provide two new keys and two key rings per key.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to U.S. and Canadian dealers through the GM Global Connect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts and follow the specific Part Department steps called out in the instructions below.

Note: Either a coded key assembly kit or uncoded key assembly kit is required for the repair. Normal ordering methods should be followed. SPAC cases will not be honored for these parts.

Part Number	Description	Quantity/Vehicle
23257727	Key Assembly Kit (Coded)	1
23257735	Key Assembly Kit (Uncoded)	1

**Note:** The Key Assembly Kit consists of two keys – each with a 16 mm and 18 mm ring attached.

SPECIAL TOOL

Special tool # BO-51098 is recommended to perform the service procedure described in this bulletin. All Canadian and U.S. dealers were shipped this tool in September and November 2012, respectively. Additional tools can be obtained through 1-800-GM-TOOLS or by visiting [www.GMDEsolutions.com](http://www.GMDEsolutions.com) (U.S. only).

SERVICE PROCEDURE

**Note:** If a customer declines this recall repair, please make sure that he/she fully understands the possible consequences.

“There is a risk, under certain conditions, that some drivers may bump the ignition key with their knee and unintentionally move the key away from the “run” position. If this occurs, engine power, and power braking will be affected and power steering may be affected, increasing the risk of a crash. The timing of the key movement out of the “run” 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 kinds of crashes.”

If the customer still refuses, provide the customer with a copy of the “Notice to Customer” document contained in this bulletin. Record “customer declined recall repair” on the repair order and, if possible, have the customer sign the repair order. Retain this repair order at the dealership.

### **Service Department**

The customer notification letter will direct the customer to call their dealership’s service department and provide the Vehicle Identification Number (VIN) of the involved vehicle.

1. Dealership service personnel should generate a repair order and part order for Safety Recall 14294 based on the telephone call from the customer.
2. Inform the customer that the parts needed for this repair are unique to their vehicle and must be special ordered. Also inform the customer that they will need to bring their vehicle, proof of vehicle ownership and both sets of key/RKE transmitters to their service appointment.
3. We recommend you contact the customer after the parts arrive to schedule a service appointment to complete this recall.

### **Parts Department – For Export**

Follow instructions provided by your local Aftersales / Wholesale organizations for blank key procurement and cutting.

### **Parts Department – For U.S. and Canada**

Complete the following steps when ordering parts:

#### Part Number 23257727 – Coded Key:

1. When part request is received, use the VIN to look up key code information.
2. Include key code (listed first) followed by the last 6 of the VIN in the notes section of the part order. Normal ordering methods should be followed. SPAC cases will not be honored for this part.

**Note: Orders entered with incorrect key codes or incomplete information will be rejected and dealers will have to resubmit.**

3. Notify service personnel when parts have arrived so customer can be notified.

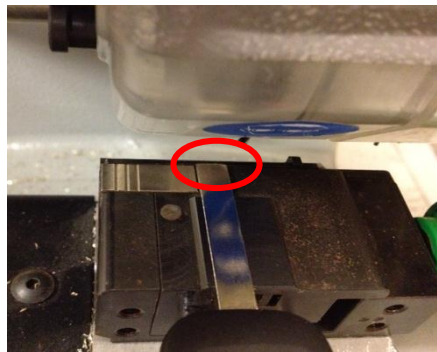
#### Part Number 23257735 – Uncoded Key:

1. Normal ordering methods should be followed. SPAC cases will not be honored for this part.

2. Complete the following steps to cut the key blanks:

**Note:** BD Laser – only use the “cut by decode” process to set up the equipment. Use of another procedure may cause incorrect cuts to the key blank.

- a. Select “key search”
- b. Choose “car, model” selection
- c. Enter make, model & hit enter
- d. Select “cut by decode”
- e. Insert the original key into Jaw “C” and change cutter if necessary



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**NOTE:** The key blank should fit into the Jaw as shown in the picture. Make sure there is no gap in the area circled in the picture. Remove the guard if necessary.

- f. Select “yes”
- g. The machine will check for the correct Jaw and decode the key
- h. The screen will display the key cut and key code
- i. Remove the original key
- j. Install the new ignition key blank and tighten knob
- k. Press “yes”
- l. The machine will verify the correct Jaw is being used and then cut the key
- m. Brush off chips, flip the blank, tighten and press “yes” to continue
- n. The machine will cut the other side of the key blank
- o. Press “repeat last key” to produce the 2<sup>nd</sup> cut key

**Note:** For side mill key cutting equipment other than BD Laser, contact the equipment representative for information on how to produce a cut key by tracing the original key.

3. Notify service personnel when cut keys are available so customer can be notified.

## Technician

Use the following steps to learn the new keys to the vehicle, remove the blade type key from the existing RKE transmitter and install the new key and rings on to the RKE transmitter. It is important the following steps are completed in the numbered sequence below.

1. Learn both new keys to vehicle.
  - a. U.S. and Canada:
    - i. Using OE key, turn the ignition to “run” (not necessary for engine to start). Wait until tachometer security light turns off. Turn the ignition to “off” and remove the OE key
    - ii. Within 10 seconds, insert the 1<sup>st</sup> new ignition key and start the vehicle. Turn the key off and remove from ignition.
    - iii. Within 10 seconds, insert the 2<sup>nd</sup> new ignition key and start the vehicle. Turn the key off and remove from ignition.

**Note: If waiting more than 10 seconds at any point, the security DIC light will come on. Remove key from ignition and re-start from Step 1.**

- b. Export:
  - i. Insert 1<sup>st</sup> OE key, turn the ignition to “run” (not necessary for engine to start). Wait until tachometer security light turns off. Turn the ignition to “off” and remove the 1<sup>st</sup> OE key
  - ii. Insert 2<sup>nd</sup> OE key, turn the ignition to “run (not necessary for engine to start). Wait until tachometer security light turns off. Turn the ignition to “off and remove the 2<sup>nd</sup> OE key
  - iii. Within 10 seconds, insert the 1<sup>st</sup> new ignition key and start the vehicle. Turn the key off and remove from ignition.
  - iv. Within 10 seconds, insert the 2<sup>nd</sup> new ignition key and start the vehicle. Turn the key off and remove from ignition.

**Note: If waiting more than 10 seconds at any point, the security DIC light will come on. Remove key from ignition and re-start from Step 1.**

2. Verify keys will lock/unlock:
  - a. Both driver and passenger door
  - b. Glove box
  - c. Convertible only – deck lid (located between the driver’s side rear seatback cushion and body)
3. Verify both RKE transmitters will lock and unlock the doors.



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4. After the new keys are learned, use tool # BO-51098 or equivalent, to remove coded key blade from integrated flip key/RKE transmitter. Refer to Door Lock and Ignition Lock Folding Key Blade Removal and Installation in SI.



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5. Scrap both the OE key blades (1).



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6. Assemble the new key and ring to the existing RKE transmitter. Ensure the larger ring is attached to the RKE transmitter as shown.

7. Copy the Owner Manual Supplement provided at the back of this bulletin and insert into the vehicle's Owner Manual.

### FLOOR PLAN REIMBURSEMENT

Dealers in possession of new vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

### COURTESY TRANSPORTATION – For U.S. and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

**Note:** To avoid having to "H" route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

Labor Code	Description	Labor Time	Net Item
9100634	Remove Key Blades, Attach New Keys and Rings to Fobs and Learn New Keys (includes time for key code look-up or key cutting and customer call handle time)	0.5	N/A
9100636	Customer Refused Recall Repair	0.1	N/A
9100635	Floor Plan Reimbursement	N/A	*

- \* The amount identified in "Net Item" should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (June 12, 2014) to the date the repair is completed and the vehicle is ready for sale (not to exceed 60 days):

Vehicle	U.S. Reimbursement Amount	Canadian Reimbursement Amount
2014 Camaro	\$4.18	\$ 6.66
2014 Camaro Convertible	\$5.52	\$ 6.28

### CUSTOMER NOTIFICATION – For U.S. and Canada

General Motors will notify customers of this recall on their vehicle.

### CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

### DEALER RECALL RESPONSIBILITY – For U.S. and Export (U.S. States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



**REPRODUCE LOCALLY - INSERT IN VEHICLE'S OWNER MANUAL**

**Supplement to the Owner Manual**

*This information is in addition to and/or replaces information located under "Keys" found in Section 2 of your owner manual.*

<b>⚠ WARNING</b>
<p>If the key is unintentionally rotated while the vehicle is running, the ignition could be moved out of the RUN position. This could be caused by heavy items hanging from the key ring, or by large or long items attached to the key ring that could be contacted by the driver or steering wheel. If the ignition moves out of the RUN position,</p> <p style="text-align: right;">(Continued)</p>



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<b>WARNING (Continued)</b>
<p>the engine will shut off, braking and steering power assist may be impacted, and airbags may not deploy. To reduce the risk of unintentional rotation of the ignition key, do not change the way the ignition key and Remote Keyless Entry (RKE) transmitter, if equipped, are connected to the provided key rings.</p>

The ignition key and key rings, and RKE transmitter, if equipped, are designed to work together as a system to reduce the risk of unintentionally moving the key out of the RUN position. The ignition key has a small hole to allow attachment of the provided key ring. It is important that any replacement ignition keys have a small hole. See your dealer if a replacement key is required.

The combination and size of the rings that came with your keys were specifically selected for your vehicle. The rings are connected to the key like two links of a chain to reduce the risk of unintentionally moving the key out of the RUN position. Do not add any additional items to the ring attached to the ignition key. Attach additional items only to the second ring, and limit added items to a few essential keys or small, light items no larger than an RKE transmitter.



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**REPRODUCE LOCALLY - PROVIDE TO CUSTOMERS WHO REFUSE RECALL REPAIR****Notice to Customer**

General Motors released this safety recall in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act because a defect that relates to motor vehicle safety exists in your vehicle.

It was implemented to address the potential consequences of that some drivers may bump the ignition key with their knee and unintentionally move the key away from the “run” position. If this occurs, engine power and power braking will be affected and the power steering may be affected, increasing the risk of a crash. The timing of the key movement out of the “run” 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 kinds of crashes.

Even though you have declined to have this safety recall performed on your vehicle, please be advised that if you change your mind, your GM dealer will always be available to complete recall 14294 in accordance to the recall notification letter.

As part of this declination process, your dealer will ask you to document your refusal to have Safety Recall 14294 performed on your vehicle by signing a Repair Order stating “customer declined recall repair”. You will be given a copy of this document for your records. Of course, your signature is voluntary but doing so will help prevent the mailing of recall reminder notices to you as the current owner of record.

If you sell this vehicle, you should advise the buyer that this safety recall was not performed on the vehicle and that the recall repair is still available. This notice should also be placed in the glove box so that a future owner of this vehicle will be aware of this safety recall.