



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Unintended Ignition Key Rotation

**MODELS:** 2011-2013 Chevrolet Caprice PPV  
2008-2009 Pontiac G8

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 September 4, 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 2011-2013 model year (MY) Chevrolet Caprice PPV and 2008-2009 MY Pontiac G8 vehicles. There is a risk, under certain conditions, that a driver 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.

### CORRECTION

Dealers will separate the Remote Keyless Entry (RKE) Transmitter from the key blade and housing assembly. Dealers will then discard the original key blade and housing assembly, ensuring that it is not retained by the customer. Dealers will then cut and fit the revised key blade and housing assembly, in which the blade has been indexed by 90 degrees, to the original RKE transmitter assembly.

**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.**

## 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 GlobalConnect Recall Reports. 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. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

**Note:** Most customers will only have two ignition keys that require this repair; however, some customers may present additional keys (more than two keys) for modification. This includes police patrol vehicles which may require the modification of up to eight ignition keys per vehicle. Please be aware of this possibility when ordering replacement keys.

These are key blanks and will need to be cut to the appropriate key code locally.

Part Number	Description	Quantity/Vehicle
92281663	Common Master Key for G8 and Caprice PPV w/AX2	As Needed
92281665	Fleet Key (Police) w/RPO 6E3 or 6E4	As Needed

If a precut key is needed, refer to the part numbers listed below and include the key code in the note section when ordering.

Part Number	Description	Quantity/Vehicle
92281664	Common Master Key for G8 and Caprice PPV w/AX2	As Needed
92281666	Fleet Key (Police) w/RPO 6E3	As Needed
92281667	Fleet Key (Police) w/RPO 6E4	As Needed

SERVICE PROCEDURE

**Note:** If a customer presents additional keys for modification (more than two keys), perform this repair on each key and route the warranty transaction for wholesale authorization.



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1. Identify the original customer keys (the original keys may be flip blade type or fixed blade type). Both the flip and fixed type will need to be replaced with the NEW design FIXED blade type.



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- 2. Separate the Remote Keyless Entry (RKE) transmitter from the key blade housing using a screw driver in the position shown.



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**(1) Flip Style Key Blade (2) Fixed Style Key Blade. Discard the original key blade and housing.**

- 3. **DISCARD the ORIGINAL key blade and housing (it is very important that the original key blade is not given back to the customer).**



**(1) Old Key (2) New Key**

4. Identify the replacement key blade and housing assembly (2), noting that the key blade has been indexed by 90 degrees and now aligns parallel to the housing assembly.
5. CUT the new key blade assembly to match the original key cut profile.



6. Assemble the **NEW key blade and housing** to the **existing** Remote Keyless Entry (RKE) assembly.
7. Using the old key, enter the key learn mode as outlined in SI to learn the new keys. Once this is completed, dispose of the old keys. Keys should not be given back to the customer.

**Note:** For Caprice PPV with RPO AX2 and AMF, the memory in the BCM may not allow for quick key learning (memory is full), use SI Document ID: 2666976 to delete the previous keys and allow learning of the new keys.

COURTESY TRANSPORTATION

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
9100902	Modify Ignition Key Assembly (Two Ignition Keys) Includes Cutting Key Blanks Add 0.3 for Each Additional Ignition Key Modified * Includes Cutting Key Blanks Add 0.5 for BCM Programming for Caprice PPV Equipped with RPO AX2 and AMF	0.5	N/A
9101189	Modify Ignition Key Assemblies (Two Ignition Keys) Precut Keys – No Cutting Required Add 0.1 for Each Additional Ignition Key Modified * Precut Keys – No Cutting Required Add 0.5 for BCM Programming for Caprice PPV Equipped with RPO AX2 and AMF	0.3	N/A
9101131	Floor Plan Reimbursement	N/A	**

\* Most customers will only have two ignition keys that require this repair; however, some customers may present additional keys (more than two keys) for modification. This includes police patrol vehicles which may require the modification of up to eight ignition keys per vehicle. If a customer presents additional keys for modification, perform this repair on each key and route the warranty transaction for wholesale authorization.

\*\* 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 (September 4, 2014) to the date the repair is completed and the vehicle is ready for sale (not to exceed 128 days):

Vehicle	U.S. Reimbursement Amount	Canada Reimbursement Amount
2013 Caprice PPV	\$4.55	\$4.90

## CUSTOMER NOTIFICATION

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

## DEALER RECALL RESPONSIBILITY – For 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 U.S. 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 U.S. 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.





# IMPORTANT SAFETY RECALL

January 2015

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in all 2011-2013 model year Chevrolet Caprice PPV and 2008-2009 model year Pontiac G8 vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- This notice applies to your 2011-2013 model year Chevrolet Caprice PPV or 2008-2009 model year Pontiac G8 vehicle.
- Your vehicle is involved in GM safety recall 14445.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

There is a risk, under certain conditions, that a driver 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.

### What will we do?

Your GM dealer will separate the Remote Keyless Entry (RKE) Transmitter from the key blade and housing assembly. The original key blade and housing assembly will be discarded. The dealer will then cut and fit a revised key blade and housing assembly, in which the blade has been indexed by 90 degrees, to the original RKE transmitter assembly. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 30 minutes.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

### Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.



Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Pontiac	1-800-762-2737	1-800-833-7668
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V540.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

GM Recall Number: 14445