



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

July 22, 2016

Ron Tedesco  
Recalls Primary  
General Motors LLC  
30001 Van Dyke  
Warren, MI 48090

NEF-150SM  
16V-502

**Subject:** Key May Be Removed When Not In Park/FMVSS 114

Dear Ron Tedesco:

This letter serves to acknowledge General Motors LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

BUICK/ENCORE/2013  
BUICK/REGAL/2011  
BUICK/VERANO/2013-2014, 2016-2017  
CHEVROLET/CRUZE/2011-2016  
CHEVROLET/EQUINOX/2010-2013  
CHEVROLET/MALIBU/2013-2016  
GMC/TERRAIN/2011-2013

**Mfr's Report Date:** June 29, 2016

**NHTSA Campaign Number:** 16V-502

**Components:**

ELECTRICAL SYSTEM:IGNITION  
POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE (TCM, PCM)

**Potential Number of Units Affected:** 7,620

**Problem Description:**

General Motors LLC (GM) is recalling certain model year 2016-2017 Buick Verano and 2016 Chevrolet Malibu as the electronic park lock lever may allow the ignition key to be removed without the transmission being in PARK. Also, certain 2013 Buick Encore, 2011 Buick Regal, 2013-2014 Buick Verano, 2011-2016 Chevrolet Cruze, 2010-2013 Chevrolet Equinox 2013-2015 Chevrolet Malibu, and 2011-2013 GMC Terrain vehicles may have been serviced with similar defective replacement electronic park lock levers. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 114, "Theft Protection and Rollaway Prevention."

**Consequence:**

If the key is removed without the transmission in PARK, the vehicle may rollaway as occupants are exiting, increasing the risk of injury.

**Remedy:**

GM will notify owners, and dealers will inspect and if necessary replace the key cylinder lock housing, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact Chevrolet customer service at 1-800-222-1020, Buick 1-800-521-7300, and GMC 1-800-462-8782. GM's number for this recall is 50490 and 50491.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is required that owners be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at [sarah.mcshane@dot.gov](mailto:sarah.mcshane@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement