

# Part 573 Safety Recall Report

# 16V-502

**Manufacturer Name :** General Motors LLC**Submission Date :** JUL 22, 2016**NHTSA Recall No. :** 16V-502**Manufacturer Recall No. :** 50490, 50491**Manufacturer Information :**

Manufacturer Name : General Motors LLC

Address : 30001 VAN DYKE  
MAIL CODE 480-210-2V WARREN MI  
48090

Company phone : 5961733

**Population :**

Number of potentially involved : 7,620

Estimated percentage with defect : 2 %

**Vehicle Information :**

Vehicle 1 : 2016-2017 Buick Verano

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2016-2017 Buick Verano vehicles

Production Dates : APR 05, 2016 - MAY 27, 2016

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2016-2016 Chevrolet Malibu

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2016 Chevrolet Malibu vehicles

Production Dates : APR 07, 2016 - MAY 31, 2016

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 3 : 2013-2013 Buick Encore

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : A small number of 2013 Buick Encore vehicles that may have been serviced with the defective component

Production Dates : JAN 15, 2013 - JAN 15, 2013

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 4 : 2011-2011 Buick Regal

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : A small number of 2011 Buick Regal vehicles that may have been serviced with the defective component

Production Dates : SEP 22, 2010 - SEP 22, 2010

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 5 : 2013-2014 Buick Verano

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : A small number of 2013-2014 Buick Verano vehicles that may have been serviced with the defective component

Production Dates : SEP 21, 2012 - SEP 30, 2013

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 6 : 2011-2016 Chevrolet Cruze

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : A small number of 2011-2016 Chevrolet Cruze vehicles that may have been serviced with the defective component

Production Dates : JAN 11, 2011 - AUG 14, 2015

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 7 : 2010-2013 Chevrolet Equinox

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : A small number of 2010-2013 Chevrolet Equinox vehicles that may have been serviced with the defective component

Production Dates : SEP 28, 2009 - MAY 31, 2013

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 8 : 2013-2016 Chevrolet Malibu

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : A small number of 2013-2016 Chevrolet Malibu vehicles that may have been serviced with the defective component

Production Dates : SEP 14, 2012 - OCT 14, 2015

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 9 : 2011-2013 GMC Terrain

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : A small number of 2011-2013 GMC Terrain vehicles that may have been serviced with the defective component

Production Dates : JAN 04, 2011 - MAY 07, 2013

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

Description of the Defect : General Motors has decided that certain 2016 – 2017 Buick Verano and 2016 Chevrolet Malibu vehicles may have an ignition system that does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 114, “Theft protection and rollaway prevention.” The ignition systems in these vehicles may contain a damaged electronic park lock lever that, in some cases, could fail to prevent the ignition key from being removed when the vehicle’s transmission or gear selection control is in a position other than park.

The recall population includes a small number of 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 that may have been serviced with damaged electronic park lock levers as replacement equipment.

FMVSS 1 : 114 - Theft protection

FMVSS 2 : NR

Description of the Safety Risk : If the operator turns the vehicle off, removes the ignition key, and exits the vehicle without putting the vehicle’s transmission in park or applying the park brake, the vehicle could roll away, potentially causing a crash.

Description of the Cause : The steering column electrical assembly (CEA) in these vehicles contains an Electronic Park Lock (EPL) lever. This EPL may have been damaged during the CEA supplier’s end-of-line lock housing testing process.

Identification of Any Warning that can Occur : The key can be removed from the ignition when the vehicle’s transmission is in a position other than park.

**Supplier Identification :****Component Manufacturer**

Name : Alps Electronics  
Address : 1500 Atlantic Blvd  
Auburn Hills MICHIGAN 48326  
Country : United States

**Chronology :**

On May 27, 2016, a GM assembly line operator at GM's Orion assembly plant in Orion Township, Michigan reported that two 2016 model year Buick Verano vehicles failed post-assembly quality inspections; in both cases, the vehicle failed the inspection because the operator could not remove the key from the ignition with the vehicle's engine running and the vehicle's transmission not in park.

The same day, the Orion assembly plant reported the issue as a potential safety issue through GM's Speak Up for Safety Program, and implemented a shipping hold on Buick Verano vehicles and began inspecting all vehicles at the facility for the condition. On May 31, 2016, GM's Detroit-Hamtramck facility implemented a shipping hold on 2016 model year Chevrolet Malibu vehicles, which use the same CEA.

On June 6, 2016, GM opened a formal product investigation into this potential condition in 2016 – 2017 model year Buick Verano and 2016 Chevrolet Malibu vehicles. As of June 13, 2016, GM had inspected 2,342 vehicles and found 29 additional cases of the condition, all at the Orion facility. GM's investigation found no reported field instances of key pullout or vehicle rollaway that were attributable to this condition in the investigated vehicle population. On June 23, 2016, GM's Safety Field Action Decision Authority (SFADA) decided to conduct a safety recall.

In preparing for its Part 573 filing, GM determined that a small number of 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 damaged electronic park lock levers as replacement equipment. Those vehicles were then included in the population for this recall.

**Description of Remedy :**

Description of Remedy Program : Dealers will inspect the vehicle and, if necessary, replace the key cylinder lock housing. Pursuant to 577.11, GM will provide reimbursement to owners for repairs according to the plan submitted on May 20, 2015.

How Remedy Component Differs from Recalled Component : Replacement housings are produced from alternate manufacturing lines at the supplier or produced after test equipment on the subject manufacturing line was corrected.

Recalled Component Name: Lock Housing Assembly

Recalled Component Description: Housing Assembly - Ignition & Start

Switch

Recalled Component Part Number: 23205841

Recalled Component Country of Origin: U.S.

Identify How/When Recall Condition was Corrected in Production :

Once the faulty test equipment was identified, the supplier stopped that particular manufacturing line. Vehicles built at GM's Orion plant after May 27, 2016 and vehicle built at GM's Hamtramck plant after May 31, 2016 were manufactured with housings produced from one of the supplier's other manufacturing lines.

### Recall Schedule :

Description of Recall Schedule : Dealers will be notified on June 29, 2016. General Motors will provide owner letter notification dates when available.

Planned Dealer Notification Date : JUN 29, 2016 - JUN 29, 2016

Planned Owner Notification Date : NR - NR

\* NR - Not Reported