

Service Parts F/MVSS Noncompliance Recall

50491 Electronic Park Lock (EPL) Lever



Reference Number: N162050491

Release Date: October 2016
Revision: 00

Attention: A small number of ignition and start switch housings involved in this recall were (i) used by GM dealers to service various vehicles and (ii) sold by GM dealers to customers over the counter. Dealers who ordered this part for service are identified in the attachment contained in the Administrative Message (USA) or Dealer Communication (Canada). Please see the Vehicles Involved section for details.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Encore	2013	2013		
Buick	Regal	2011	2011		
Buick	Verano	2013	2014		
Chevrolet	Cruze	2011	2016		
Chevrolet	Equinox	2010	2013		
Chevrolet	Malibu	2013	2015		
GMC	Terrain	2011	2013		

Some vehicles may have had a suspect part installed during a service visit.

A listing with involved vehicles containing the complete VIN, customer name, and address information has been prepared and will be provided to USA & Canadian dealers through the GM GlobalConnect 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.

Condition	<p>General Motors has decided that a small number of 2013 model year Buick Encore, 2011 model year Buick Regal, 2013-2014 model year Buick Verano, 2011-2016 model year Chevrolet Cruze, 2010-2013 model year Chevrolet Equinox, 2013-2015 model year Chevrolet Malibu and 2011-2013 model year GMC Terrain vehicles may have been serviced with 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.</p> <p>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.</p>
Correction	<p>Inspect the ignition and start switch housing for proper operation. While performing the test, if the key is able to be removed at any point with the vehicle in any gear other than park, the ignition and start switch housing will need to be replaced.</p>

Part Information

Important: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

Quantity	Part Name	Part No.
1	Ignition and Start Switch Housing	84165716

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102589	Ignition Lock Cylinder Inspection – No Further Action Req'd Add: Ignition and Start Switch Housing Replacement	0.2	ZFAT	N/A
	- Cruze, Malibu, Verano	0.4		
	- Encore, Equinox, Regal, Terrain	0.7		

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Service Procedure

Ignition Lock Cylinder Inspection and Repair

The following steps describe how to test the ignition and start switch housing. While performing the test if the key is able to be removed **at any point with the vehicle in any gear other than PARK**, the vehicle must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair parts are available and the vehicle repaired.

1. Open the driver door.
2. Set the parking brake.
3. Place the key in the ignition and turn the ignition to the RUN position.
4. Hold foot on brake pedal and place the transmission in any gear other than PARK.
5. Attempt to turn the ignition OFF and pull the key out.
6. Perform steps 3-5 above 10 times.
 - If the key does NOT come out of the ignition with the transmission in any gear other than PARK, the system is performing as intended, and the vehicle passes this inspection. No further repairs are required and the recall can be closed.
 - If the key comes out of the ignition with the transmission in any gear other than PARK, replace the ignition and start switch housing. Refer to *Ignition and Start Switch Housing Replacement* in SI.
7. Place the transmission in PARK.
8. Release the parking brake.
9. Close the driver door.

Dealer Responsibility - USA

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 Responsibility – All

Dealers who have ordered the recalled part for service are identified in the attachment contained in the dealer message announcing this recall. Dealers who have received this listing are required to inspect their sales records to determine the name and address of the purchaser of the recalled part.

If the purchaser is the owner of the vehicle, dealers are to send the owner a copy of the customer letter requesting that their vehicle be brought in for this recall.

If the purchaser is NOT the owner of the vehicle, i.e., body shop, independent repair shop, etc., dealers are to contact the repair facility and obtain the customer's name and address so a copy of the customer letter can be sent to these customer.

Since General Motors Customer Care and Aftersales records do not always contain customer names and addresses for these over-the-counter sales, it is important that each involved dealer take the necessary time required to responsibly identify customers who have purchased the recall part.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers

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take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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.

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.

Courtesy Transportation

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

Customer Notification

General Motors will notify identified customers of this recall on their vehicle (see copy of customer letter included with this bulletin). Dealers that have been identified as having over-the-counter sales are to inspect their sales records to determine the purchaser of the involved part. After determining the name and address of the purchaser, dealers are to send each owner a copy of the owner letter requesting that their vehicle be brought in for this recall.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



IMPORTANT SAFETY RECALL

November 2016

This notice applies to your vehicle, VIN: _____

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 certain ignition and start switch housings used in various serviced 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

- Your vehicle is involved in GM safety recall 50491.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Our records indicate that your vehicle may have been serviced with 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.

What will we do?

Your GM dealer will inspect the ignition and start switch housing for proper operation. While performing the test, if the key is able to be removed at any point with the vehicle in any gear other than park, the ignition and start switch housing will need to be replaced. 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 time of up to approximately 50 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)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
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 16V502.

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