

# F/CMVSS Noncompliance Recall

## 50490 Electronic Park Lock (EPL) Lever



**Reference Number:** N162050490 **Release Date:** September 2016  
**GWM Number:** 2050490 **Revision:** 02  
**Revision Description:** This bulletin is being revised to provide part information, instructions to repair the vehicles, and floor plan allowance. Please discard all copies of bulletin 50490 revision 01.

**Attention:** 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.

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 inspection and repair procedure contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Verano	2016	2017		
Chevrolet	Malibu Limited	2016	2016		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	General Motors has decided that certain 2016 – 2017 Buick Verano and 2016 Chevrolet Malibu Limited 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.  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.
<b>Correction</b>	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.

### 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
9102377	Ignition Lock Cylinder Inspection – No Further Action Req'd Add: Ignition and Start Switch Housing Replacement	0.2 0.4	ZFAT	N/A
9102550	Floor Plan Reimbursement	N/A	ZFAT	*

\* USA & Canada Only - Vehicles eligible for floor plan reimbursement are to submit the amount in "Net Item" and 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 (July 29, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 94 days)

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## 50490 Electronic Park Lock (EPL) Lever



Vehicle	Reimbursement Amount	
	USA	Canada
2016 Buick Verano	\$3.15	\$3.76
2017 Buick Verano	\$3.15	\$3.77
2016 Malibu Limited	\$3.11	N/A

### 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 – For USA & Export (USA 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.

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### Dealer Responsibility – All

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 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.

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.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

### Courtesy Transportation – For USA & Canada

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

USA & Canada - General Motors will notify customers of this recall on their vehicle.

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

October 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 certain 2016-2017 model year Buick Verano vehicles and 2016 model year Chevrolet Malibu Limited vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 114, "Theft protection and rollaway prevention." As a result, GM is conducting a 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 50490.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

**Why is your vehicle being recalled?**

The ignition systems in these vehicles may contain a damaged electronic park lock lever that 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. 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, increasing the risk of injury or a crash.

**What will we do?**

Your GM dealer will inspect the ignition and start switch housing for proper operation. 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 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 inspection and correction time of approximately 45 minutes.

**What should you do?**

You should contact your GM dealer to arrange a service appointment as soon as possible. **Until your vehicle is serviced, you should make sure your vehicle's transmission is in park before attempting to remove the ignition key and exiting the vehicle.**

**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
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.

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GM Recall 50490