

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



IMPORTANT SAFETY RECALL

August 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 2010-2013 Chevrolet Equinox, 2011 Buick Regal, 2011-2013 GMC Terrain, 2011-2016 Chevrolet Cruze, 2013 Buick Encore, 2013-2014 Buick Verano, 2013-2015 and Chevrolet Malibu 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 noncompliance recall 50491.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

You may have purchased (either over-the-counter or during routine vehicle service) an ignition and start switch housing for your 2010-2013 Chevrolet Equinox, 2011 Buick Regal, 2011-2013 GMC Terrain, 2011-2016 Chevrolet Cruze, 2013 Buick Encore, 2013-2014 Buick Verano, or 2013-2015 Chevrolet Malibu vehicle that 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?

Parts to repair your vehicle are not currently available, but when parts are available, 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 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?

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 <VINDivisionName> Customer Assistance Center at <DivCACPhone>.

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.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall 50491