

Frequently Asked Questions (FAQs) for Safety Recall 18269 Mechanical Key Ignition System

These questions and answers are being provided by Nissan, the manufacturer of these vehicles, to help GM dealers respond to inquiries from involved vehicle owners about the safety recall identified above.

Q1) Which vehicles are involved?

A1) 2017 Chevrolet City Express built from February 15, 2017 through September 1, 2017.

Q2) What is the issue or condition?

A2) Due to a manufacturing issue that has since been corrected, the mechanical key ignition system may experience reduced durability after several years of normal use. In extreme cases, under specific vibration conditions, the key could potentially move out of the “ON” position while the vehicle is in motion.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) On some of the affected vehicles, due to a manufacturing issue that has since been corrected, the mechanical key ignition system may experience reduced durability after several years of normal use. In extreme cases, under specific vibration conditions, the key could potentially move out of the “ON” position while the vehicle is in motion. There are no known incidents potentially attributable to this condition. However, after extensive testing, and out of an abundance of caution, Nissan is recalling the affected vehicles to inspect and, if necessary replace the ignition switch. **Vehicles equipped with push-button ignition (Intelligent Key) are not affected.**

Q4) What is the remedy/repair?

A4) Dealers will inspect the lot code of the ignition switch, and, if it falls within the affected range replace it.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) According to Nissan, owners may continue to drive their vehicles at their discretion. Nissan is recalling these vehicles out of an abundance of caution due to a potential long-term durability issue that could develop after several years of normal use.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) No. When parts are available from Nissan, we will notify involved customers that parts/remedy are available, and Chevrolet dealers will repair the vehicles for customers free of charge.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

**Frequently Asked Questions (FAQs) for Safety Recall 18269
Mechanical Key Ignition System**

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at my.gm.com/recalls or via NHTSA's website at vinrcl.safercar.gov/vin/.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.