

Product Safety Recall

18269 Mechanical Key Ignition Switch



Reference Number: N182186060

Release Date: October 2018

Revision: 00

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.

Vehicles involved in this recall were placed on stop delivery September 5, 2018. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	City Express	2017	2017		

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.

Condition	The Chevrolet City Express was manufactured by Nissan North America, Inc. Nissan has decided that a defect which relates to motor vehicle safety exists in certain 2017 model year Chevrolet City Express vehicles. 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.
Correction	Inspect and if necessary, replace the ignition switch.

Parts

Quantity	Part Name	Part No.
1	Ignition Switch	19318284

Reminder: Parts may be removed from RIM management. Dealers should review the affected parts to confirm RIM managed status. **Parts may have quantity limiters in effect.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104042	Ignition Switch-Inspect Only – No Further Action Required	0.3	ZFAT	N/A
9104109	Replace Ignition Switch	0.3	ZFAT	
9104121	Floor Plan Reimbursement	N/A	ZFAT	*

*USA Only – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount 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 (September 5, 2018) to the date the repair is completed and the vehicle is ready for sale (not to exceed 30 days):

Vehicle	Reimbursement Amount	
	USA	Canada
2017 Chevrolet City Express	\$3.57	N/A

Service Procedure

Important: Handle interior trim carefully to avoid damage. Work with clean hands and clean tools to avoid dirt and stains. Use protective covers as needed.

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Caution: Follow all cautions, warnings, and notes in the Electronic Service Information (ESI) when working on or near a Supplemental Restraint System (SRS), such as an air bag or OCS components.

Ignition Switch Lot Numbers*

6Z18	6Z19	6Z20	6Z21	6Z22	6Z23	6Z26	6Z27	6Z28	7106
7107	7108	7110	7111	7112	7113	7114	7116	7117	7118
7120	7121	7122	7123	7124	7125	7126	7127	7128	7130
7131	7201	7202	7203	7204	7205	7206	7207	7208	7209
7210	7211	7407	7410	7411	7412	7413	7417	7418	7419
7420	7424	7425	7426	7427	7428	7507	7508	7509	7510
7511	7512	7515	7516	7517	7518	7519	7221	7522	7523
7524	7525	7526	7528	7529	7530	7531	7601	7602	

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***If the ignition switch has one of the lot numbers listed in the table above, the ignition switch must be replaced.**

1. Turn the ignition on, engine off.
2. Write down the radio settings.

Presets	1	2	3	4	5	6
AM						
FM 1						
FM 2						
SAT 1						
SAT 2						
SAT 3						
Bass	Treble	Balance	Fade	Spd Sen. Vol.		

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3. Write down setting for other systems that will lose memory when the 12-volt battery is disconnected.
4. Turn the ignition off.

Note: Disconnect the negative battery cable first. Refer to *Battery Negative Cable Disconnection and Connection* in SI.

5. Disconnect both battery cables and wait at least 3 minutes.

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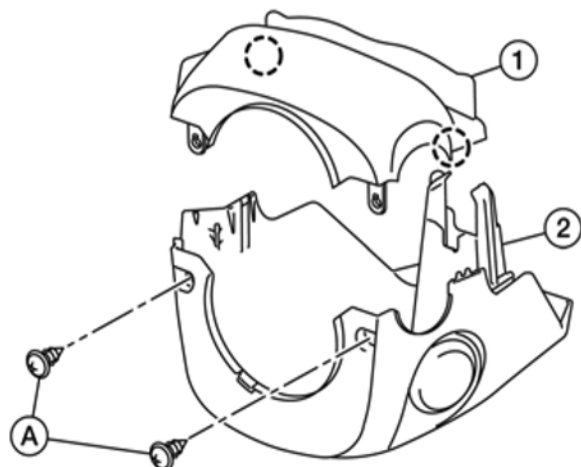
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6. Remove the ignition switch bezel.
7. Remove the steering column cover screws.



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8. Rotate the steering wheel to access steering column cover screws.
9. Remove the steering column covers:
 - 9.1. Tilt the steering column to the lowest position.



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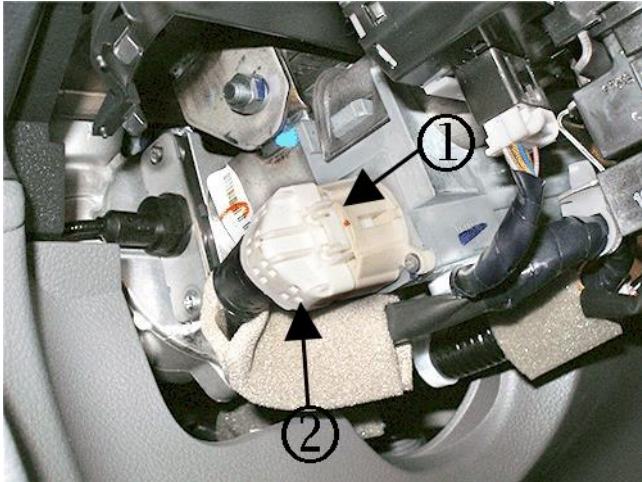
- 9.2. Pull the steering column upper cover (1) upward to release steering column upper cover pawls from the steering column lower cover (2).

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10. Disconnect the ignition switch harness connector.



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11. Depress the tab on the ignition switch harness connector (1) to release it from the ignition switch (2).



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12. Remove the 2 ignition switch screws (1).



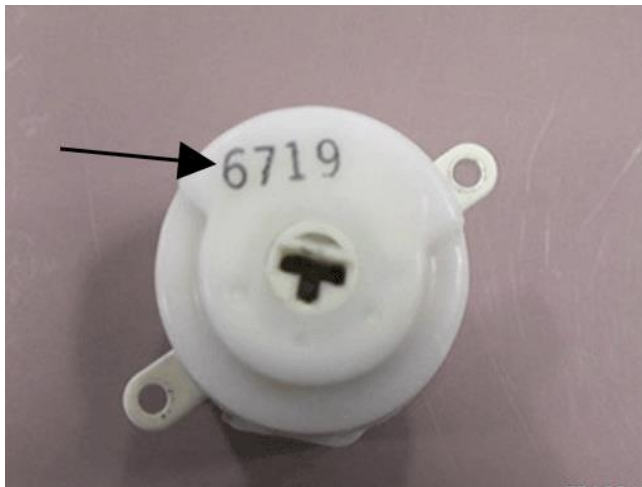
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Note: the picture above shows the ignition switch already removed.

13. Remove the ignition switch.

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14. Record the lot number located on the back side of the ignition switch.

Note: Lot number shown above is an example only. The lot number on the switch removed may be different.

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6Z18	6Z19	6Z20	6Z21	6Z22	6Z23	6Z26	6Z27	6Z28	7106
7107	7108	7110	7111	7112	7113	7114	7116	7117	7118
7120	7121	7122	7123	7124	7125	7126	7127	7128	7130
7131	7201	7202	7203	7204	7205	7206	7207	7208	7209
7210	7211	7407	7410	7411	7412	7413	7417	7418	7419
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7524	7525	7526	7528	7529	7530	7531	7601	7602	

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***If the ignition switch has one of the lot numbers listed in the table above, the ignition switch must be replaced.**

15. Inspect the ignition switch lot number using the table above.

- If the ignition switch has one of the lot numbers listed, the ignition switch must be replaced. Replace the ignition switch and proceed to step 16.
- If the ignition switch DOES NOT have one of the lot numbers listed above, no further action required. Do not replace the ignition switch. Proceed to step 16.

16. Install the ignition switch.

17. Install the 2 ignition switch screws.

18. Connect the ignition switch harness connector.

19. Install the steering column covers.

20. Install the steering column cover screws.

21. Install the ignition switch cover.

22. Connect the battery cables.

23. Restore any settings to the radio and any other systems that need to be restored.

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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.

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/repared 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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle. (see copy of customer letter included with this bulletin).

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 2018

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 based on information provided by Nissan North America, Inc., has decided that a defect which relates to motor vehicle safety exists in certain 2017 model year Chevrolet City Express. The Chevrolet City Express is manufactured by Nissan. 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 18269.
- Until the recall repair has been performed, **it is very important that you remove all items from your keyring**, leaving only the vehicle key.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

On certain vehicles affected by this recall, the mechanical key ignition system may have been equipped with a ball spring which could be susceptible to wear and possible fatigue breakage after an extended period of normal use. If the ball spring breaks, the retention force of the ignition switch is reduced. If heavier items (e.g. a heavy key chain) are attached to the ignition key, and the vehicle is driven over rough surfaces, the weight of the items may pull the ignition switch from the "ON" position to the "ACC" position.

If the ignition switch is pulled out of the "ON" position while the vehicle is in motion, the engine may stop running unexpectedly. The air bag system would continue to be powered through built-in electrical capacity reserve, but this reserve will deplete, unless the vehicle is restarted. If the reserve depletes, the air bags may not deploy if the vehicle is involved in a crash, which may increase the risk of injury if a crash does occur.

What will we do?

Your GM dealer will inspect and, if necessary, replace the ignition switch if found to be within the suspect range. 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 service correction time of approximately one hour and 15 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. Until the recall repair has been performed, **it is very important that you remove all items from your keyring**, leaving only the vehicle key

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.

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Division	Number	Text Telephones (TTY)
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 18V551.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs
Vice President
Global Vehicle Safety

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