

Frequently Asked Questions (FAQs) for Safety Recall N192223230 Incorrect Service Ignition Key

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

Q1) What equipment is involved?

A1) Flip key/RKE transmitter assemblies that may have been sold as replacement keys for 2010-2015 Chevrolet Camaro.

Q2) What is the issue or condition?

A2) General Motors has decided that a defect which relates to motor vehicle safety exists in certain flip key/RKE transmitter assemblies that may have been sold as replacement keys for 2010 – 2015 model year Chevrolet Camaro vehicles. GM previously recalled these flip key/RKE transmitter assemblies, which were sold as original equipment with 2010 – 2014 model year Chevrolet Camaro vehicles (NHTSA recall 14V346). GM dealers may have inadvertently sold these flip key/RKE transmitter assemblies as replacement keys for 2010 – 2015 model year Chevrolet Camaro vehicles.

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

A3) If these keys are used in the subject vehicles, there is a risk, under certain conditions, that some drivers may bump the key with their knee and unintentionally move the key away from the “run” position. If this occurs, engine power, and power braking will be affected, and power steering may be affected, increasing the risk of a crash. The timing of the key movement out of the “run” position, relative to the activation of the sensing algorithm of the crash event, may result in the airbags not deploying, increasing the potential for occupant injury in certain kinds of crashes. GM is not aware of any crashes, injuries, or fatalities attributable to flip key/RKE transmitter assemblies sold as replacement keys.

Q4) What is the remedy/repair?

A4) Dealers will inspect the customer’s key to determine the configuration. If the customer is using a flip key, then the dealer will replace the key with the flat blade design key as defined in Safety Recall 14V346 (14294).

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

A5) If these keys are used in the subject vehicles, there is a risk, under certain conditions, that some drivers may bump the key with their knee and unintentionally move the key away from the “run” position. If this occurs, engine power, and power braking will be affected, and power steering may be affected, increasing the risk of a crash. The timing of the key movement out of the “run” position, relative to the activation of the sensing algorithm of the crash event, may result in the airbags not deploying, increasing the potential for occupant injury in certain kinds of crashes. GM is not aware of any crashes, injuries, or fatalities attributable to flip key/RKE transmitter assemblies sold as replacement keys.

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.

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Q7) Is the remedy/repair available now?

A7) Yes, the remedy/repair is available now, please see the attached bulletin for details.

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. Until the recall is performed, customers should adjust their seat and steering column to allow clearance between their knee and the ignition key.

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 <https://my.gm.com/recalls> or via NHTSA's website at <https://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.