Bulletin No.: PIT5233

Date: Sep-2013

Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Hard Or Unable To Rotate Ignition Key From The Off Position

Models: 2014 Chevrolet Silverado 1500

2014 GMC Sierra 1500

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

On the all-new 2014 Chevrolet Silverado and GMC Sierra 1500 trucks, a steering column lock has been incorporated into the ignition key housing assembly as standard equipment. If the steering wheel is turned with the ignition key in the off position, this may cause excessive pressure between the lock plate and lock pin. The next time the ignition key is rotated from the "Off" to the "On" position, it may be difficult or unable to be rotated.

Recommendation/Instructions

The steering wheel will need to be rotated in either direction (depending on how the locking pin engaged to the locking plate) to alleviate the pressure between the steering column lock pin and lock plate. This will allow the ignition key to rotate from the "Off" position. The ignition key may need to be rotated at the same time the steering wheel is being rotated.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.

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