

CSC-10058757-3505

May 2015

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

Certain 2007-2014 model year (MY) Chevrolet Tahoe Police Patrol Vehicles (PPV) are equipped with a single ignition key option (RPO 6E2 or 6E8), which allows the Tahoe PPVs to use the same key as Chevrolet Impala PPV vehicles with this option. The 2006-2013 MY Impala PPVs are included in unintended ignition key rotation safety recall 14299. While the Tahoe PPV is not included in any unintended ignition key rotation safety recall, a potential for unintended key rotation exists if a Tahoe PPV with the single key option is in the same police department fleet with an Impala PPV with the single key option, and a Tahoe PPV slotted key is used to operate an Impala PPV.

In order to reduce the possibility of a slotted ignition key from a Tahoe PPV with the single key option being used to operate an Impala PPV with the single key option, General Motors is providing a key replacement option. Upon request, we will replace your slotted ignition key(s) with a new ignition key designed with a round hole which complies with the requirements of safety recall 14299. This service will be provided at **no charge** and will be available until May 31, 2016, regardless of vehicle mileage. Diagnosis or repair for conditions other than the condition described above is not covered.

If you would like to have your slotted ignition key(s) replaced, please contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the service appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. **When you arrive for your appointment, please make sure to bring all slotted ignition keys with you. Upon replacement, the slotted ignition keys must be surrendered to your dealer so they can be destroyed.**

After your appointment, only use the new round hole ignition keys that have been provided to you by your dealer. Please destroy any old slotted ignition keys you still have that have not been turned into your dealer. If you obtain ignition keys elsewhere, always use a key of the exact same design as the replacement key, including the shape, and size, and with only a round hole.

If you have any questions or need any assistance, just contact your GM dealer or the appropriate Customer Assistance Center at the number listed below. You may also contact the Fleet Action Center at 1-800-353-3867.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Alicia S. Boler-Davis
Sr. Vice President
Global Connected Customer Experience