



Preliminary Information

PIT5233D Normal Characteristic - Hard or Unable to Rotate Ignition Key from the Off Position

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Colorado	2015 - 2018	All *See Note	All *See Note	All	All
Chevrolet	Silverado 1500	2014	All *See Note	All *See Note	All	All
Chevrolet	Silverado	2015 - 2018	All *See Note	All *See Note	All	All
Chevrolet	Suburban	2015 - 2018	All *See Note	All *See Note	All	All
Chevrolet	Tahoe	2015 - 2018	All *See Note	All *See Note	All	All
GMC	Canyon	2015 - 2018	All *See Note	All *See Note	All	All
GMC	Sierra 1500	2014	All *See Note	All *See Note	All	All
GMC	Sierra	2015 - 2018	All *See Note	All *See Note	All	All
GMC	Yukon	2015 - 2018	All *See Note	All *See Note	All	All

*Without Keyless Start (RPO BTM)

Supersession Statement

This PI was superseded to add the 2018 Models. Please discard PIT5233C.

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

Condition / Concern

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.

Recommendations / 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. Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

