

Product Safety Recall

N192223230 Incorrect Service Ignition Key



Release Date: January 2020

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.

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	Camaro	2010	2015		

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	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.
Correction	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).

Parts

Quantity	Part Name	Part No.
1*	Uncoded Ignition Key	84835418
1*	Coded Ignition Key	84835416

* Contains two keys

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which keys to order.

Reminder: Parts may be removed from Retail Inventory Management (RIM). 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
9104764	Administrative Allowance (to close recall if customer has already had keys replaced)	0.1	ZFAT	N/A
9104278	Remove Key Blades, Attach New Keys and Rings to keyfobs, and learn new keys. (Includes time for key code lookup or key cutting and customer call handling time) Add: Adding keys with SPS (EXPORT ONLY)	0.5	ZFAT	*
		0.3		
9104769	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A	ZFAT	**
		0.2		
9104770	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***

* EXPORT ONLY - The amount identified in "Net Item" should represent the actual sum total of the sublet cost for key cutting/coding. This cost should not exceed \$240.00 USD.

** For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

*** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Product Safety Recall

N192223230 Incorrect Service Ignition Key



Service Procedure

Service Department

The customer notification letter will direct the customer to call their dealership's service department and provide the Vehicle Identification Number (VIN) of the involved vehicle.

1. Dealership service personnel should confirm on the phone that the customer still has one or more **flip-style** keys.
 - If the customer **DOES** have one or more flip-style keys, proceed to step 2 to generate a repair order and order new keys for the customer.
 - If the customer **DOES NOT** have any flip style keys and has already had their keys replaced with a flat blade style key, no further action is required. You may close this recall with the administrative allowance labor op.
2. Dealership service personnel should generate a repair order and part order for Safety Recall N192223230 based on the telephone call from the customer.
3. Inform the customer that the parts needed for this repair are unique to their vehicle and must be special ordered. Also inform the customer that they will need to bring their vehicle, proof of vehicle ownership and both sets of key/RKE transmitters to their service appointment.
4. We recommend you contact the customer after the parts arrive to schedule a service appointment to complete this recall.

Parts Department – For Export

Follow instructions provided by your local Aftersales / Wholesale organizations for blank key procurement and cutting.

Parts Department – For US and Canada

Complete the following steps when ordering parts:

Coded Key:

1. When part request is received, use the VIN to look up key code information.
2. Enter key code (listed first) followed by the *last 6* of the VIN in the notes section of the part order (refer to example below – making sure to leave a space between the key code and last 6 of the VIN). Normal ordering methods should be followed. SPAC cases will not be honored for this part.

Example: Z0000 9111111

↑
Required
Space

3958861

Note: Orders entered with incorrect key codes or incomplete information will be rejected and dealers will have to resubmit.

3. Notify service personnel when parts have arrived so customer can be notified.

Uncoded Key:

Product Safety Recall

N192223230 Incorrect Service Ignition Key



1. Normal ordering methods should be followed. SPAC cases will not be honored for this part.
2. Complete the following steps to cut the key blanks:

Note: BD Laser – only use the “cut by decode” process to set up the equipment. Use of another procedure may cause incorrect cuts to the key blank.

- 2.1. Select “key search”
- 2.2. Choose “car, model” selection
- 2.3. Enter make, model & hit enter
- 2.4. Select “cut by decode”
- 2.5. Insert the original key into Jaw “C” and change cutter, if necessary



3947698

Note: The key blank should fit into the Jaw as shown in the picture. Make sure there is no gap in the area circled in the picture. Remove the guard if necessary.

- 2.6. Select “yes”
- 2.7. The machine will check for the correct Jaw and decode the key
- 2.8. The screen will display the key cut and key code
- 2.9. Remove the original key
- 2.10. Install the new ignition key blank and tighten knob
- 2.11. Press “yes”
- 2.12. The machine will verify the correct Jaw is being used and then cut the key
- 2.13. Brush off chips, flip the blank, tighten and press “yes” to continue
- 2.14. The machine will cut the other side of the key blank
- 2.15. Press “repeat last key” to produce the 2nd cut key

Note: For side mill key cutting equipment other than BD Laser, contact the equipment representative for information on how to produce a cut key by tracing the original key.

3. Notify service personnel when cut keys are available so customer can be notified.

Product Safety Recall

N192223230 Incorrect Service Ignition Key



Technician

Use the following steps to learn the new keys to the vehicle, remove the blade type key from the existing RKE transmitter and install the new key and rings on to the RKE transmitter. It is important the following steps are completed in the numbered sequence below.

1. Learn both new keys to vehicle.

US and Canada

- 1.1. Using OE key, turn the ignition to "run" (not necessary for engine to start). Wait until tachometer security light turns off. Turn the ignition to "off" and remove the OE key
- 1.2. Within 10 seconds, insert the 1st new ignition key and start the vehicle. Turn the key off and remove from ignition.
- 1.3. Within 10 seconds, insert the 2nd new ignition key and start the vehicle. Turn the key off and remove from ignition.

Note: If waiting more than 10 seconds at any point, the security DIC light will come on. Remove key from ignition and re-start from Step 1.

Export — Adding Keys with SPS

- 1.4. This procedure may be used with or without existing learned keys being present.
 - 1.5. A total of eight keys and transmitters maybe be learned to a single vehicle. Each key and each transmitter is one key.
 - 1.6. This procedure will only learn the vehicle key information. This procedure will not learn any immobilizer information between the body control module (BCM) and engine control module (ECM).
 - 1.7. If the battery voltage is low, charge the battery before continuing with the procedure.
 - 1.8. Connect a scan tool to the vehicle and access SPS.
 - 1.9. Ensure that all power consuming devices are turned OFF on the vehicle.
 - 1.10. Select the SPS application and follow the on-screen instructions.
 - 1.11. Select IMMO Immobilizer Learn - Setup.
 - 1.12. Select the Program Transponder or Remote Key (Add) function.
 - 1.13. Follow the on-screen instructions.
 - 1.14. After programming all keys, "Programming Complete" is displayed.
 - 1.15. With a scan tool, clear any DTCs.
 - 1.16. Verify each key is operating properly by starting the vehicle. When verifying operation, make sure that no other keys are near the vehicle.
2. Verify keys will lock/unlock:
 - Both driver and passenger door
 - Glove box
 - Convertible only – deck lid (located between the driver's side rear seatback cushion and body)
 3. Verify both RKE transmitters will lock and unlock the doors.

Product Safety Recall

N192223230 Incorrect Service Ignition Key



3943654

4. After the new keys are learned, use tool # BO-51098 or equivalent, to remove coded key blade from integrated flip key/RKE transmitter. Refer to *Door Lock and Ignition Lock Folding Key Blade Removal and Installation* in SI.



3943647

5. Scrap both of the OE key blades (1).



3946594

6. Assemble the new key and ring to the existing RKE transmitter. Ensure the larger ring is attached to the RKE transmitter as shown.

Product Safety Recall

N192223230 Incorrect Service Ignition Key



7. If after performing this service procedure, the stand-alone keyless transmitters no longer function, the servicing technician will have to reinstall the original key shank in the transmitter and reprogram the key to the vehicle. After that has been done, the key shank will have to be removed again from the transmitter to satisfy the conditions required by this recall.

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.

Product Safety Recall

N192223230 Incorrect Service Ignition Key



Customer Notification

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

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by February 28, 2021. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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

February 2020

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 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. 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 N192223230.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Our records indicate that you may have been sold the recalled flip key/RKE transmitter assembly. There is a risk that some drivers may bump the ignition “flip” key with their knee and unintentionally move the “flip” 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. If the ignition switch is not in the run position, the air bags may not deploy if the vehicle is involved in a crash, increasing the risk of injury or fatality.

What will we do?

Your GM dealer will remove the key blade from the original flip key/RKE transmitter assemblies provided with your vehicle, and provide two new keys and two key rings per key. 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 service correction time of approximately 55 minutes.

What should you do?

To order the parts needed for your vehicle, your <DIV_DLR> dealer will need your vehicle’s Vehicle Identification Number (VIN). The VIN has 17 alpha-numeric characters and is shown imprinted on a tag on the top of the driver’s side instrument panel where the windshield and instrument panel meet.

Please provide this information to your dealer as soon as possible. When the parts arrive, your dealer will contact you to arrange a service appointment. When you arrive for your appointment, please bring proof of vehicle ownership and both sets of keys with their RKE transmitters.

Until the recall has been performed, it is very important that you adjust your seat and steering column to allow clearance between your knee and the ignition key.

Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by February 28, 2021, unless state law specifies a longer reimbursement period.

Product Safety Recall

N192223230 Incorrect Service Ignition 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.

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 19E064.

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

Enclosure
GM Recall: N192223230