

GM CUSTOMER CARE AND AFTERSALES
DCS2933
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 21, 2013

Subject: Stop Delivery Order

Models: Certain 2013 Buick Encore

To: All Buick Dealers

Attention: Dealer, Dealer Principal, General Manager, General Sales
Manager, New Vehicle Sales Manager, Parts and Service Director,
and Service Manager

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2013 model year Buick Encore vehicles. The attached list provides the Vehicle Identification Number (VIN) of each involved vehicle. It is sorted by dealer Business Associate Code (BAC) for easy reference. If your dealership's BAC is not listed, then none of the involved vehicles are currently assigned to you and no further action is required.

All 2013 model year Buick Encore vehicles that are in dealer inventory and listed in the attached file must be held and not delivered to customers, dealer traded, or used for demonstration purposes until further instructions are received. Some of these vehicles may still be in transit to dealers.

All other 2013 model year Buick Encore vehicles in dealer inventory that are not on the involved VIN list are not restricted from sale or delivery.

Instructions for releasing the involved vehicles from this stop delivery will be provided in the near future. Please do not call GM Technical Assistance.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES