

GM CUSTOMER CARE AND AFTERSALES
DCS3153
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 7, 2014

Subject: Stop Delivery Order

Models: 2013-2014 Chevrolet Express and GMC Savana
Equipped with RPO AK5 and C4M or 9E9 or C6Y

To: All Chevrolet and GMC 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 2013-2014 model year Chevrolet Express and GMC Savana vehicles equipped with RPO AK5 and C4M or 9E9 or C6Y. The attached file 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 2013-2014 model year Chevrolet Express and GMC Savana vehicles equipped with RPO AK5 and C4M or 9E9 or C6Y 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.

All other 2013-2014 model year Chevrolet Express and GMC Savana vehicles in dealer inventory that are not listed in the attached file 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

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Date: March 7, 2014

Subject: Stop Delivery Order

Models: 2013-2014 Chevrolet Express and GMC Savana
Equipped with RPO AK5 and C4M or 9E9 or C6Y
Revised VIN File Attached – Discard Previous File

To: All Chevrolet and GMC Dealers

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

REVISED VIN FILE ATTACHED – DISCARD PREVIOUS FILE

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2013-2014 model year Chevrolet Express and GMC Savana vehicles equipped with RPO AK5 and C4M or 9E9 or C6Y. The attached file 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 2013-2014 model year Chevrolet Express and GMC Savana vehicles equipped with RPO AK5 and C4M or 9E9 or C6Y 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.

All other 2013-2014 model year Chevrolet Express and GMC Savana vehicles in dealer inventory that are not listed in the attached file 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

GM CUSTOMER CARE AND AFTERSALES
DCS3155
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 10, 2014

Subject: Stop Delivery Order

Models: 2013-2014 Chevrolet Express and GMC Savana
Involved Vehicle Population Expanded

To: All Chevrolet and GMC Dealers

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

INVOLVED VEHICLE POPULATION EXPANDED

STOP DELIVERY ORDER

On March 7, 2014 a stop delivery order was issued for certain 2013-2014 model year Chevrolet Express and GMC Savana vehicles equipped with RPO AK5 and C4M or 9E9 or C6Y. The purpose of this message is to advise you the involved vehicle population has expanded due to the inclusion of additional RPO combinations. The involved RPO combinations are listed below for your reference.

AK5 & Q4B	AK5 & C6A	AK5 & C7Q	AK5 & 9E6	AK5 & C6P
AK5 & 9E7	AK5 & C5F	AK5 & C6Y	AK5 & C7A	AK5 & C4K
AK5 & C5Z	AK5 & 9E9	AK5 & C4M	AK5 & 9E8	

Effective immediately, stop the delivery of certain 2013-2014 model year Chevrolet Express and GMC Savana vehicles equipped with one of the RPO combinations listed above. The attached file also 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 2013-2014 model year Chevrolet Express and GMC Savana vehicles equipped with one of the RPO combinations listed above 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.

All other 2013-2014 model year Chevrolet Express and GMC Savana vehicles in dealer inventory that are not equipped with one of the RPO combinations listed above and are not listed in the attached file 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