

Schuler, Kelly (NHTSA)

From: Joy Hotchkiss <joy.m.hotchkiss@gm.com>
Sent: Thursday, May 22, 2014 1:14 PM
To: Schuler, Kelly (NHTSA); RMD.ODI (NHTSA)
Subject: 14V-266 14187 Stop Delivery Order 2009-2014 Buick Enclave 2009-2014 Chevrolet Traverse 2009-2014 GMC Acadia

GM CUSTOMER CARE AND AFTERSALES
DCS3239
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 19, 2014

Subject: Stop Delivery Order
GM Safety Recall 14187

Models: 2009-2014 Buick Enclave
2009-2014 Chevrolet Traverse
2009-2014 GMC Acadia

To: All Buick, Chevrolet and GMC Dealers

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

ADDITIONAL INFORMATION - STOP DELIVERY ORDER

Earlier this afternoon Dealers were advised of a Stop Delivery Order involving 2009 – 2014 Buick Enclave, Chevrolet Traverse and GMC Acadia vehicles.

General Motors has decided that a defect related to motor vehicle safety exists on all 2009 – 2014 model year Buick Enclave, Chevrolet Traverse and GMC Acadia vehicles, and 2009-2010 model year Saturn Outlook vehicles. The flexible steel cable that connects the safety belt to the vehicle at the outside of the front outboard seating positions can fatigue and separate over time as a result of occupant movement into the seat. In a crash, a separated cable could increase the risk of injury to the occupant.

An inspection and repair procedure is currently being developed. Parts needed to complete this repair are not available at this time.

All 2009-2014 model year Buick Enclave, Chevrolet Traverse and GMC Acadia vehicles, and 2009-2010 model year Saturn Outlook vehicles that are in dealer inventory (new or used) must be held and not delivered to customers, dealer traded, or used for demonstration purposes until further instructions are received.

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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