

GM CUSTOMER CARE AND AFTERSALES
DCS3201
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 2, 2014

Subject: Stop Delivery Order
Upcoming Safety Recall 14257

Models: 2013-14 Buick Encore AWD, Verano
2012-14 Chevrolet Cruze and Sonic
Equipped with Oil Pan Heater or Engine Block Heater

To: All Buick and Chevrolet Dealers

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

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2012-14 model year Chevrolet Cruze and Sonic vehicles, and 2013-14 model year Buick Encore AWD and Verano, equipped with an oil pan heater or engine block heater, in new or used vehicle inventory.

On some vehicles the insulation on the engine block heater power cord may become damaged during very cold temperatures (minus 10°F). If the insulation becomes damaged and the wires within the cord are exposed, an electrical shock hazard may exist if the cord is handled while energized (plugged in).

Customers should check the oil pan/block heater cord for cracked insulation and/or exposed wires before plugging the cord into an electrical outlet. If the cord is found to be damaged, it should not be used. Customers should contact their dealer for a replacement cord. Heater cords should be inspected yearly for any sign of damage.

If any of these vehicles are in dealer inventory (new or used), they must be held and not delivered to customers, dealer traded, released to auction, or used for demonstration purposes until further instructions are received.

The attached list provides the Vehicle Identification Number (VIN) of identified vehicles in dealer new inventory. 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.

Instructions for releasing the involved vehicles from this stop delivery will be provided in the near future.

END OF MESSAGE
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