

GM CUSTOMER CARE AND AFTERSALES
DCS3277
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 1, 2014

Subject: Stop Delivery Order
GM Reference Number 14476

Models: 2014-2015 Chevrolet Impala LT and LTZ

To: All 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 2014-2015 model year Chevrolet Impala LT and LTZ vehicles in new or used vehicle inventory.

Vehicles equipped with a console storage bin may have a condition where the latch for the bin door does not meet the requirements of FMVSS 201, Occupant Protection in Interior Impact, Section 5.3, interior compartment doors. The bin door may not remain closed in a rear crash, increasing the risk of occupant injury.

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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