

GM CUSTOMER CARE AND AFTERSALES
DCS3527
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 2, 2015

Subject: Stop Delivery Order - Vehicles Previously Reprogrammed
for Noncompliance Recall 14471

Models: 2014 Chevrolet Impala

To: All Chevrolet Dealers

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

STOP DELIVERY ORDER

This condition relates to General Motors' prior recall number 14471. General Motors has decided that certain 2014 model year Chevrolet Impala vehicles may fail to conform to S5.5 of Federal Motor Vehicle Safety Standard (FMVSS) 135 (Brake system warning indicator).

Effective immediately, stop the delivery of certain 2014 Chevrolet Impala model year vehicles in new or used vehicle inventory that were previously reprogrammed for noncompliance recall 14471. The attached file provides the Vehicle Identification Number (VIN) of the involved vehicles that have been identified as currently being in dealer new vehicle inventory. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. A file identifying involved vehicles in dealer used inventory is not available.

In receiving service for the condition covered by GM recall number 14471, some of these vehicles did not receive the new electronic parking brake control module software that is necessary to remedy the recall condition. The existing electronic parking brake software in these vehicles may cause the brake pads to stay partially engaged with the rotor. In this condition, the parking brake indicator may not illuminate even though the parking brake is engaged, which would render a vehicle noncompliant with FMVSS 135.

In addition to the parking brake indicator malfunction described above, the driver may experience poor vehicle acceleration, undesired deceleration, excessive brake heat, and premature wear to some brake components. If the brake drag is significant or if the vehicle

is operated for an extended period of time in this condition, there is a potential for the rear brakes to generate significant heat, smoke, and sparks.

To correct this condition, dealers are to reprogram the electronic parking brake control module with the correct software when it becomes available.

Until further instructions are received, all 2014 Chevrolet Impala model year vehicles in new or used vehicle inventory that were previously reprogrammed for noncompliance recall 14471 and are identified on the attached VIN file must be held and not delivered to customers, dealer-traded, released to auction, or used for demonstration purposes. It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the noncompliance is remedied.

Additional information will be provided in the near future.

END OF MESSAGE
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