

GM CUSTOMER CARE AND AFTERSALES
DCS3463
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 1, 2014

Subject: 14515 – Upcoming Safety Recall – IVH Recall Status Error

Models: 2014 Buick Enclave
2013-2014 Cadillac CTS (VIN D), Escalade, Escalade ESV
2013-2014 Chevrolet Suburban, Tahoe
2014 Chevrolet Express, Impala, Silverado HD, Traverse
2014 GMC Acadia, Savana, Sierra HD
2013-2014 GMC Yukon, Yukon XL

To: All GM Dealers

Attention
: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

Due to a system issue, vehicles previously placed on stop delivery (Global Connect Message G_0000201459) in support of upcoming Safety Recall 14515 may currently show as “closed” when searched for in IVH. Additionally, previously sold affected vehicles may also incorrectly show as “closed” in IVH. This information is erroneous and should be ignored. The system error is being corrected as quickly as possible to reinstate the “Incomplete - Remedy not yet available” status for these vehicles.

Affected vehicles that are in dealer new or used vehicle inventory 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 defect is remedied.

A VIN list of the affected vehicles currently showing closed in error is attached to this message.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES