

GM CUSTOMER CARE AND AFTERSALES
DCS3479
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 15, 2014

Subject: Stop Delivery Order for Upcoming Safety Recall 14892

Models: 2015 Chevrolet Silverado 1500
2015 GMC Sierra 1500

To: All Chevrolet and GMC Dealers

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

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2015 model year Chevrolet Silverado and 2015 GMC Sierra 1500 vehicles in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these vehicles. The GM recall number is 14892. The total affected vehicle population is approximately 150 vehicles.

Until further instructions are received, certain 2015 model year Chevrolet Silverado and 2015 GMC Sierra 1500 vehicles in 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.

Certain vehicles may have been assembled with a rear axle shaft that was not properly heat-treated. An improperly heat-treated axle shaft could fracture without warning near the hub flange resulting in separation of a rear wheel from the axle shaft, increasing the risk of a crash and occupant injury.

A safety recall bulletin will be issued tomorrow, December 16, 2014, to provide an inspection and repair procedure to identify and, if necessary, replace the suspect rear axle shaft.

The Investigate Vehicle History screen in the Global Warranty Management system will be updated in the near future for this upcoming safety recall. This action is being taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries. However, the attached file provides the Vehicle Identification Number (VIN) of each involved vehicle that has 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.

If any of the vehicles identified in the attached file have been delivered to customers, dealers should immediately contact those customers and make arrangements to provide them with courtesy transportation and to tow their vehicle to the dealership. Customers should be advised not to drive their vehicle.

Additional information will be provided in the near future.

END OF MESSAGE
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