

GM CUSTOMER CARE AND AFTERSALES
DCS3582
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 11, 2015

Subject: Stop Delivery Order for Upcoming Safety Recall 14617

Models: 2011-2013 Chevrolet Volt

To: All Chevrolet Dealers

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

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2011-2013 model year Chevrolet Volt 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 14617.

Until further instructions are received, all 2011-2013 model year Chevrolet Volt 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.

General Motors has decided that a defect which relates to motor vehicle safety exists in all 2011-2013 Volt vehicles. If a driver exits his/her vehicle and inadvertently leaves the vehicle "on" (because the driver fails to react to the cues and warning chimes emitted by the vehicle to alert the driver that the vehicle has not been turned off), after a period of time, the vehicle's battery will drain and the vehicle's gas engine will begin to run.

To correct this condition, the vehicle's software will be updated to limit the time that an idle vehicle can be left in the ON position.

We are working to have a remedy available as quickly as possible. When the remedy is available, the recall bulletin will be released and dealers can begin repairing vehicles.

The Investigate Vehicle History screen in the Global Warranty Management system will be updated on March 12, 2015 for this upcoming safety recall. This action has been

taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries. Please note the "N/A" under Release Date and the "Incomplete – Remedy Not Yet Available" message under Status. This means release of the recall bulletin is still pending and dealers should not attempt to perform any repairs at this time.

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.

Additional information will be provided in the near future.

END OF MESSAGE
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