

GM CUSTOMER CARE AND AFTERSALES
DCS3583
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 12, 2015

Subject: Stop Delivery Order for Upcoming Safety Recall 15168
Loss of Electric Power Steering Assist

Models: 2015 Buick Encore
2015 Chevrolet Trax

To: All Buick and Chevrolet 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 Buick Encore and Chevrolet Trax 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 15168.

Until further instructions are received, all 2015 model year Buick Encore and Chevrolet Trax 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 certain 2015 model year Buick Encore and Chevrolet Trax vehicles. In certain of these vehicles, the steering column assembly housing may come into contact with the power steering printed circuit board. This contact could eventually cause enough wear on the power steering printed circuit board to cause a sudden loss of power steering assist. If power steering assist is lost, steering control can still be maintained but would require an increased steering effort, which presents a greater risk of a crash. If power steering assist is lost or reduced, a malfunction indicator light displays on the instrument panel to inform the driver.

To correct this condition, dealers are to inspect and, if necessary, replace the steering column assembly.

We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity is available, the recall bulletin will be released and dealers can begin repairing vehicles. We estimate that a sufficient quantity of required parts will be available after April 1, 2015.

The Investigate Vehicle History screen in the Global Warranty Management system has been updated 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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