

Joy Hotchkiss

From: gm_gmssg_q01 <nobody@gm.com>
Sent: Friday, March 13, 2015 12:09 PM
To: GM NHTSA Part 573 577 Communications
Subject: Internal notification for: G_0000212513 Updated Stop Delivery Order for Upcoming Safety Recall 15168
Attachments: 15168 Inspection.pdf; 15168 Inventory VINs.xlsx

Date: 3/13/2015 Ref. number: Service / Field Action / G_0000212513
Subject: Updated Stop Delivery Order for Upcoming Safety Recall 15168

GM CUSTOMER CARE AND AFTERSALES
DCS3588
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 13, 2015

Subject: **Updated** Stop Delivery Order for Upcoming Safety Recall 15168
Loss of Electric Power Steering Assist
Inspection Procedure Attached

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, Used Vehicle Sales Manager, Warranty Administrator

Effective March 12, 2015, General Motors issued a stop delivery order for **certain** 2015 model year Buick Encore and Chevrolet Trax vehicles in new or used vehicle inventory. Please reference Global Connect message G-0000212411 for details.

The attached inspection procedure is provided to facilitate the release of those vehicles not assembled with suspect parts. The labor operation and labor time for performing this inspection are also provided in the attachment.

Until further instructions are received, the 2015 model year Buick Encore and Chevrolet Trax new vehicles in dealer inventory identified in the also attached file, and used vehicles in dealer inventory as identified in "Investigate Vehicle History" (IVH), that FAIL THE INSPECTION must be held and may not be 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.

The 2015 model year Buick Encore and Chevrolet Trax new vehicles in dealer inventory identified in the also attached file, and used vehicles in dealer inventory as identified in IVH, that PASS THE INSPECTION are released from the stop delivery order and may be sold and delivered to customers.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

 [15168 Inspection.pdf](#) Acrobat PDF (448.5KB)

15168 - Inspection

 [15168 Inventory VINs.xlsx](#) MS Excel Workbook 2007 (65.54KB)

15168 - Inventory VIN List

Contact name: Loren Rusk

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Department: Service - Brand Quality

Phone:

Intended roles: Dealer, Dealer Principal, General Manager, General Sales Manager, New Vehicle Sales Manager, Parts & Service Director, Service Advisor, Used Vehicle Sales Manager, Warranty Administrator

Archives: 4/13/2015

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