

GM CUSTOMER CARE AND AFTERSALES
DCS3605
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 30, 2015

Subject: 15168 - Safety Recall – Release from Stop Delivery Upon Completion of Recall
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, New Vehicle Sales Manager, Parts and Service Director,
Parts Manager, Service Manager and Warranty Administrator

General Motors is releasing Safety Recall 15168 today. The total number of U.S. vehicles involved is approximately 2,300. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery March 12, 2015 (reference G-0000212411). A pre-bulletin release inspection procedure was provided on March 13, 2015, to facilitate the release of those vehicles not assembled with suspect parts (reference G-0000212513). A list of involved vehicles in dealer inventory was attached to both dealer messages.

Once the service procedure contained in the attached bulletin has been performed on the vehicle, the vehicle is released from stop delivery and can be delivered to the customer.

Customer Letter Mailing

The customer letter mailing will begin late April, 2015.

Global Connect (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated April 1, 2015. An updated list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available April 8, 2015.

END OF MESSAGE

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