

GM CUSTOMER CARE AND AFTERSALES  
DCS3595  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 23, 2015

Subject: Stop Delivery Order for Upcoming Noncompliance Recall 15166  
Rim Size Missing on Certification Label

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

**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 noncompliance recall that involves these vehicles. The GM recall number is 15166.

*Some of these vehicles may be involved in Stop Delivery Order for Upcoming Safety Recall 15168 – Loss of Electric Power Steering Assist. Global Connect message G\_000212513 addressing that issue included an inspection procedure, indicating that if the inspection procedure was passed the vehicle could be released for delivery. Effective with this notification both field actions must be completed in order to deliver the vehicle.*

**NOTICE:** 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 until the noncompliance is remedied. Dealers must follow normal policy and procedure and check the Investigate Vehicle History (IVH) prior to releasing any vehicle to a customer.

**CONDITION:** General Motors has decided that certain 2015 model year Buick Encore and Chevrolet Trax vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 110, "Tire selection and rims and motor home/recreation vehicle trailer load carrying capacity information for motor vehicles with a GVWR of 4,536 kilograms (10,000 pounds) or less." FMVSS 110 S4.3(d) and 4.3.3 require that each vehicle contain a driver's side placard or label identifying, among other information, tire size, rim

size and tire pressure designations. While the labels affixed to the Buick Encore and Chevrolet Trax vehicles manufactured at GM Korea's Bupyeong plant between August 22, 2014 and February 13, 2015 were marked with tire size and pressure designations, as well as the rim size for the spare, the labels do not contain rim size information for the front or rear wheels. Because the labels do not contain this information, there exists a risk that a customer may not know the rim size appropriate for use on his/her vehicle.

**REQUIRED ACTION:**

Until further instructions are received, involved vehicles that are in dealer new or used vehicle inventory must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration or any other purpose.

**INVOLVED VEHICLES:** Due to transportation logistics a complete list of In-Stock vehicles sorted by BAC code is not available at this time. A partial list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. Dealers are to check IVH to determine involvement of vehicles in dealer inventory. IVH was updated March 20, 2015, with all involved VINs.

In IVH, 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.

**RELEASE OF BULLETIN:** We are working with the supplier to obtain the required sticker as quickly as possible. When a sufficient quantity of parts are available, the recall bulletin will be released and dealers can begin repairing vehicles.

**END OF MESSAGE**

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