

GM CUSTOMER CARE AND AFTERSALES
DCS3599
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 25, 2015

Subject: 15166 - Noncompliance Recall
Release from Stop Delivery Upon Completion of Recall
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, New Vehicle Sales Manager, Parts and Service Director,
Parts Manager, Service Manager, and Warranty Administrator

General Motors is releasing Noncompliance Recall today. The total number of U.S. vehicles involved is approximately 21,700. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery March 23, 2015. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Some of these vehicles may additionally 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. See Global Connect message G_000212513 complete information.

Customer Letter Mailing

The customer letter mailing date has not been determined.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen has been updated March 20, 2015. Due to transportation logistics a complete list of In-Stock vehicles sorted by BAC code is not available at this time. An updated, 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.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

END OF MESSAGE
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