

GM CUSTOMER CARE AND AFTERSALES  
DCS3793  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 1, 2015

Subject: Upcoming Safety Recall 15780  
FedEx Overnight Customer Notification Letter

Models: 2016 Buick Enclave  
2016 Chevrolet Traverse  
2016 GMC Acadia

To: All Buick, Chevrolet, and GMC Dealers

**UPCOMING SAFETY RECALL 15780 - FEDEX OVERNIGHT LETTER**

A stop delivery order was issued on September 28, 2015 via GM GlobalConnect Message #GCUS-3-297 for certain 2016 model year Buick Enclave, Chevrolet Traverse, and GMC Acadia vehicles in new/used vehicle inventory or being used as dealer courtesy transportation units. The windshield wiper motor in these vehicles may contain a manufacturing defect that causes the motor to overheat when in use. In some cases, the motor cover may melt, smoke or catch fire.

The purpose of this message is to inform you that a customer notification letter was shipped on September 30, 2015 via FedEx Overnight Delivery. A total of 2,060 customers were notified. There were also 115 customers with PO boxes that were mailed the letter via the USPS. A copy of the letter is attached to this message.

The letter advises involved customers of this safety recall on their vehicle and contains the following statement:

**“Until your vehicle has been repaired, please do not use your windshield wipers.** If weather conditions prevent you from operating the vehicle without using the windshield wipers, your dealer will make arrangements to pick up your vehicle for servicing. Also, in the unfortunate event that repair parts are not available, your dealer will arrange to place you into a rental car, at no charge, until the parts needed to repair your vehicle become available.”

The parts needed to repair these vehicles are not currently available. When a sufficient quantity of parts becomes available, the recall bulletin will be released and dealers can begin repairing vehicles. However, in the interim, if your dealership is contacted by an involved customer, and the customer indicates that weather conditions prevent them from operating the vehicle without using the windshield wipers, please follow the customer handling procedure outlined below:

1. If the customer is not already at the dealership with the vehicle, make arrangements with the customer to pick up the vehicle at their home or job site at no charge. If required, dealers should take this opportunity to deliver a loaner vehicle to the customer. Use labor code 9101817 for 0.5 hours to be reimbursed for the vehicle pick up service. The warranty transaction should be submitted as a ZFAT transaction type.

2. Provide the customer with a loaner vehicle, at no charge, until the parts needed to repair their vehicle become available. See GM Warranty Administration Bulletin 07-00-89-037H for courtesy transportation program guidelines and reimbursement instructions.
3. Until parts are available to perform the required repair, make sure that the customer's vehicle is properly locked and maintained in a secure area. Also make sure that any valuables, such as removable electronic devices, are secured in the trunk and that access to the vehicle's keys or key fob is restricted.
4. When parts are available and the customer's vehicle has been repaired, contact the customer to make arrangements for them to pick up their vehicle at the dealership and, if applicable, return the loaner vehicle.

Additional information about parts availability will be provided as it becomes available.

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