

GM CUSTOMER CARE AND AFTERSALES
DCS3792
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 30, 2015

Subject: Stop Delivery Order for Upcoming Safety Recall 15780
Additional Vehicles Included - Dealer Courtesy Transportation Units

Models: 2016 Buick Enclave
2016 Chevrolet Traverse
2016 GMC Acadia

To: All Buick, Chevrolet, and GMC Dealers

STOP DELIVERY ORDER - DEALER COURTESY TRANSPORTATION UNITS

Effective immediately, stop the delivery of certain 2016 model year Buick Enclave, Chevrolet Traverse, and GMC Acadia vehicles that are being used as dealer courtesy transportation units. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these vehicles. The GM recall number is 15780.

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 defect is remedied.

CONDITION: In these vehicles, the windshield wiper motor 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.

REQUIRED ACTION: Until further instructions are received, involved vehicles that are being used as dealer courtesy transportation units must be removed from your courtesy transportation pool and grounded. These vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration or any other purpose.

INVOLVED VEHICLES: All involved vehicles will be updated in Investigate Vehicle History (IVH) screen in the Global Warranty Management system in the near future. 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. However, a list of involved vehicles that have been identified as being used as dealer courtesy transportation units is attached to this message.

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

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES