

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS3920
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 4, 2016

Subject: Stop Delivery Order for Upcoming Safety Recall 20760
Involved Vehicle List Corrected – Discard Previous Vehicle List

Models: 2015 – 2016 Chevrolet Silverado HD
2015 – 2016 Chevrolet Tahoe PPV (RPO 9C1)
2015 – 2016 GMC Sierra HD

To: All Chevrolet and GMC Dealers

STOP DELIVERY ORDER

INVOLVED VEHICLE LIST CORRECTED – DISCARD PREVIOUS VEHICLE LIST

Effective immediately, stop the delivery of certain 2015 - 2016 model year Chevrolet Silverado and GMC Sierra 2500/3500 Heavy Duty Pickup Trucks and Chevrolet Tahoe PPV vehicles in new or used vehicle inventory. 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 20760.

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. Dealers must follow normal policy and procedure and check the Investigate Vehicle History (IVH) prior to releasing any vehicle to a customer.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015 - 2016 model year Chevrolet Silverado and GMC Sierra 2500/3500 Heavy Duty Pickup Trucks and Chevrolet Tahoe PPV vehicles. The brake pedal pivot nut on these vehicles may become loose, causing the brake pedal to be loose or inoperative. If the brake pedal becomes loose or inoperative, the driver may be unable to safely stop the vehicle through application of the brake pedal, increasing the risk of a crash. A loose pedal may also interfere with the accelerator pedal, increasing the risk of a crash.

Until further instructions are received, involved vehicles that are in dealers' possession (dealer new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall in the near future. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code

(BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. A file identifying involved vehicles in dealer used inventory will be published in GM GlobalConnect, under the Service tab in Field Action Inventory Reports.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working to develop a remedy as quickly as possible. When a remedy and sufficient parts are available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE
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