

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS3939  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 19, 2016  
Subject: Stop Delivery Order for Upcoming Safety Recall 21510  
Models: 2016 Buick Regal All-Wheel Drive  
Equipped with Electric Power Steering (RPO NJ2)  
To: All Buick Dealers

**STOP DELIVERY ORDER**

Effective immediately, stop the delivery of certain 2016 model year Buick Regal 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 21510.

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 2016 Buick Regal vehicles. In these vehicles, the power-steering assist system can fail while driving. If this occurs, the vehicle will lose power-steering assist. If power-steering assist is lost, steering control can still be maintained but will require increased steering effort, particularly at lower speeds, which could increase the risk of a crash.

To correct this condition, dealers will replace the electric belt drive rack and pinion steering gear assembly.

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 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 has been updated for this upcoming recall. 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 with the supplier to obtain the required parts 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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