

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS3961  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 11, 2016

Subject: Stop Delivery Order for Upcoming Noncompliance Recall 31820

Models: 2016 Chevrolet Malibu

To: All Chevrolet Dealers

**STOP DELIVERY ORDER**

Effective immediately, stop the delivery of certain 2016 model year Chevrolet Malibu vehicles in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming noncompliance recall that involves these vehicles. The GM recall number is 31820.

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 noncompliance is remedied.

General Motors has decided that certain 2016 model year Chevrolet Malibu vehicles have side airbag modules that may not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 214, "Side Impact Protection." The two weld studs that mount the front and rear side impact airbag inflators to the seat frame may fracture and separate during airbag deployment. If the vehicle is in a crash necessitating side airbag deployment, and both weld studs fracture, the inflated cushion may not remain in its intended position and may separate from the seat, increasing the risk of injury to occupants.

To correct this condition, dealers will replace the affected side airbag modules, which may include any combination of left, right, front, and/or rear side airbag modules.

Until further instructions are received, involved vehicles that are in dealers' possession (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 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 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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