

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS3979
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 30, 2016

Subject: Stop Delivery Order for Upcoming Noncompliance Recall 15819

Models: 2014-2016 Chevrolet Express
2014-2016 GMC Savana
Incomplete Van with 159" Wheelbase

To: All Chevrolet and GMC Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2014-2016 model year Chevrolet Express and GMC Savana incomplete vans with a 159 inch wheelbase 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 15819.

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 2014 – 2016 Chevrolet Express and GMC Savana incomplete vans with a 159 inch wheelbase were shipped by certain final stage manufacturers without a tire pressure monitoring system (TPMS) and fail to conform to Federal Motor Vehicle Safety Standard No. 138. Without a TPMS, the driver would not be alerted that one or more of the vehicles' tires is under-inflated, and an under-inflated tire could affect the driver's ability to control the vehicle in certain situations and could increase the risk of a crash.

To correct this condition, a Remote Control Door Lock Receiver (RCDLR), TPM wheel sensors, and associated programming updates will have to be made.

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 March 30, 2016. 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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