

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4020
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 3, 2016

Subject: Upcoming Safety Recall 42190 - Update & Expansion of Population
Front Upper Control Arm Separation
Customer Notification Letter Mailing & Expansion of Population

Models: 2017 Chevrolet Silverado
2016 Cadillac Escalade, Escalade ESV
2016 Chevrolet Silverado, Suburban, Tahoe
2016 GMC Sierra, Yukon, Yukon XL

To: All Cadillac, Chevrolet, and GMC Dealers

On April 27, 2016, Cadillac, Chevrolet, and GMC dealers were advised via GM GlobalConnect of Stop Delivery Order for upcoming safety recall 42190. This product field action involves certain 2016 model year Cadillac Escalade, Escalade ESV, Chevrolet Silverado, Suburban, Tahoe, and GMC Sierra, Yukon, Yukon XL vehicles and 2017 model year Chevrolet Silverado vehicles.

As required by the National Highway Traffic Safety Agency (NHTSA), GM will begin notifying involved customers of this safety recall, via FedEx delivery, on May 3, 2016. This letter advises customers that parts are not currently available, that the vehicle should **not** be driven and to contact their GM dealer as soon as possible to have the vehicle transported by flatbed hauler to the dealership. Dealers are to inform customers that a courtesy vehicle will be provided, if needed. A copy of the letter is attached to this message.

Additional vehicles have been added to this stop delivery order. The attached revised list provides the Vehicle Identification Number (VIN) of all involved vehicles. If your dealership's BAC is not listed, then none of the involved vehicles are currently assigned to you and no further action is required.

These vehicles may have just arrived or will be arriving shortly at their destination dealers.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory) 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.

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

END OF MESSAGE
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