

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4010
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 27, 2016

Subject: Stop Delivery Order for Upcoming Safety Recall 42190

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

STOP DELIVERY ORDER & CUSTOMER LETTER

Effective immediately, stop the delivery of certain 2016 model year Cadillac Escalade, Escalade ESV, Chevrolet Silverado, Suburban, Tahoe, and GMC Sierra, Yukon, Yukon XL and 2017 Chevrolet Silverado 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 42190.

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.

Additionally, GM is sending involved vehicle owners a recall notification letter, via FedEx. The letter advises owners that their vehicle should not be driven to the dealer for this repair, but needs to be transported via flat-bed tow truck; and that a free loaner/rental vehicle will be made available if necessary. The customer letter mailing will begin in the near future.

It is imperative that dealers immediately contact their customer(s) that have already taken delivery of an involved vehicle in order to arrange to have the vehicle transported, via flat-bed tow truck, to the dealership.

It is also required that dealers inform the customer that courtesy transportation in the form of a free loaner/rental vehicle will be made available, if necessary.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2016 Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Suburban, Chevrolet Tahoe, GMC Sierra, GMC Yukon, and GMC Yukon XL And 2016-2017 Chevrolet Silverado 1500 vehicles. Some of these vehicles may have been built with front upper control arms with a poor quality weld near the control arm's bushing. These poor quality welds could fail, causing the upper control arm to deform or separate from the bushing. If the weld were to fail, steering and directional control of the vehicle could be compromised, which could increase the risk of a crash.

To correct this condition, dealers will replace the left and right front upper control arms and realign the vehicle.

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 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 is attached to this message. It is sorted by dealer Business Associate Code (BAC) and displays Stock/Sold status for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles were in your 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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