

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4161
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 19, 2016

Subject: Upcoming Service Parts Noncompliance Recall 50491
Electronic Park Lock (EPL) Lever
Customer Advisory Letter Mailing

Models: 2013 Buick Encore
2011 Buick Regal
2013-2014 Buick Verano
2011-2016 Chevrolet Cruze
2010–2013 Chevrolet Equinox
2013–2015 Chevrolet Malibu
2011–2013 GMC Terrain
and Over-The-Counter Part Sales

To: All GM Dealers

General Motors is announcing upcoming service parts noncompliance recall 50491 today. The total number of U.S. vehicles involved is approximately 67. Recall 50491 is a service parts component of previously announced noncompliance recall 50490.

The recall population includes over the counter parts sales and a small number of 2013 model year Buick Encore, 2011 model year Buick Regal, 2013 – 2014 model year Buick Verano, 2011 – 2016 model year Chevrolet Cruze, 2010 – 2013 model year Chevrolet Equinox, 2013 – 2015 model year Chevrolet Malibu, and 2011 – 2013 model year GMC Terrain vehicles that may have been serviced with damaged electronic park lock levers as replacement equipment.

As required by the National Highway Traffic Safety Agency (NHTSA), GM will begin notifying involved customers of this service parts noncompliance recall on August 20, 2016. This letter will advise customers that parts are not currently available and that they will receive another letter when parts become available. A copy of the letter is attached to this message.

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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