

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4310
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 12, 2017

Subject: Stop Delivery Order for Upcoming Noncompliance Recall 17017

Models: 2016-2017 Chevrolet Suburban HD

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2016-2017 model year Chevrolet Suburban Heavy Duty (HD) 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 17017.

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.

These vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 111, "Rearview mirrors." These vehicles were assembled with a convex right-hand outside mirror. Because the weight rating for these heavy-duty vehicles exceeds 4,536 kg. (10,000 lbs.), FMVSS 111 requires non-convex, unit magnification (i.e., "flat") outside mirrors. If the driver of the vehicle is expecting a non-convex, unit magnification mirror, a convex right-hand outside mirror could potentially confuse the driver as to the distance between the vehicle and objects to the right-rear of the vehicle, increasing the risk of a crash.

To correct this condition, dealers will replace the affected mirror with a non-convex, unit magnification mirror that meets FMVSS 111 requirements.

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 on January 13, 2017. 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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