

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4492
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 29, 2017

Subject: Stop Delivery Order for Upcoming Noncompliance Recall 17275
For Vehicles With a Replacement Service Headliner

Models: 2016-2017 Buick Envision

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2016-2017 model year Buick Envision vehicles that have had the original headliner replaced with a replacement service headliner in dealer 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 17275. The total affected US vehicle population is 10.

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 2016 – 2017 Buick Envision vehicles that had the original headliner replaced with a service part may fail to conform to Section 6 of Federal Motor Vehicle Safety Standard (FMVSS) No. 201, "Occupant Protection in Interior Impact." Headliners used as service parts for these vehicles may not have had certain energy-absorbing foam blocks attached. Under some circumstances, these vehicles' interior head-impact crash performance may not comply with Section 6 of FMVSS 201 if those energy-absorbing foam blocks are missing. This condition only affects vehicles in which the headliner was replaced at some point with a service headliner and does not affect vehicles with original headliners from GM's assembly plant. If the original headliners in these vehicles were replaced with service parts without certain energy-absorbing foam blocks attached, the risk of occupant injury in a crash could be increased.

To correct this condition, replace the service headliner.

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 June 29, 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 having received a replacement service headliner and the current vehicle status is attached to this message. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your 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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