

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4532
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 15, 2017

Subject: Stop Delivery Order for Upcoming Safety Recall 17329

Models: 2018 Chevrolet Equinox with LTG (2.0 L 4cyl) and M3D 9spd Auto
2018 GMC Terrain with LTG (2.0 L 4cyl) and M3H 9spd Auto
2017-2018 GMC Acadia with LCV (2.5 L 4cyl) and M2D 6spd Auto
All Equipped with Front Wheel Drive

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2017 – 2018 model year GMC Acadia and 2018 model year Chevrolet Equinox and GMC Terrain Front Wheel Drive 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 17329.

In some of these vehicles, the front right intermediate drive shaft may separate under load. If a front drive shaft separates while driving, a Front Wheel Drive vehicle will lose propulsion, increasing the risk of a crash. If the front drive shaft separates while parked on a grade, without the park brake engaged, the vehicle may move unintentionally, increasing the risk of a roll-away accident.

To correct this condition, dealers will replace the front right intermediate drive shaft.

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 remedied.

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 August 16, 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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