

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5568
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 12, 2020

Subject: Stop Delivery Order for Upcoming Noncompliance Recall N202323021

Models: 2017 – 2018 Chevrolet Silverado HD
2017 – 2018 GMC Sierra HD

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2017 - 2018 model year Chevrolet Silverado HD and GMC Sierra 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 N202323021.

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.

Certain vehicles fail to conform, in part, to Federal Motor Vehicle Safety Standard (FMVSS) No. 209, "Seat Belt Assemblies." The supplier of the driver's and front passenger's seat-belt retractor assemblies in these vehicles built those assemblies with different torsion bars than were used in testing the vehicles for compliance with the seat-belt elongation requirements of Section 4.4(b)(5) of FMVSS 209. The seat belt retractors may not perform as intended in certain frontal crashes, increasing the risk of injury in a crash.

To correct this condition, dealers will replace affected seat-belt retractor assemblies with one containing the correct torsion bar.

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 November 13, 2020. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Noncompliance Recall. Please use this information as an aid to confidently answer customer concerns.

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 remedy is available and 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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