

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4744  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 3, 2018

Subject: Stop Delivery Order for Upcoming Safety Recall 18155

Models: 2014-2017 Chevrolet Express (built through 6/21/2016)  
2014-2017 GMC Savana (built through 6/17/16)

To: All General Motors Dealers

**STOP DELIVERY ORDER**

Effective immediately, stop the delivery of certain 2014-2017 model year Chevrolet Express and GMC Savana vehicles (built through 6/21/16 and 6/17/16, respectively) 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 18155.

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 is remedied.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014 – 2017 Chevrolet Express and GMC Savana vehicles equipped with power windows. Under certain conditions, liquid can enter the power window switches in these vehicles and cause corrosion, leading to high electrical resistance.

Parts are not currently available, but when parts are available, dealers are to replace the driver side window switch.

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 has been updated for this upcoming recall on May 03, 2018. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries. Also, attached to this message is a list of anticipated questions and answers regarding this upcoming safety recall. Dealers should refer to this information as they respond to customer concerns.

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  
GLOBAL SAFETY FIELD INVESTIGATIONS