

GM CUSTOMER CARE AND AFTERSALES
DCS4753
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 17, 2018

Subject: Upcoming Safety Recall 18155
Driver Side Window Switch Inoperative
Application for Used Vehicle Working Capital Assistance Program

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

To: All General Motors Dealers

On May 3, 2018, GM sent to all GM dealers GlobalConnect Message GCUS-3-1226 regarding safety recall 18155, on 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. High electrical resistance can cause the switch to heat up, smoke or melt, increasing the risk of fire and injury. Occupants may notice that the power window is malfunctioning or inoperative. Smoke or an odor from smoke or melting may also come from the door panel. The message advised that the Investigate Vehicle History screen for the impacted vehicles in the Global Warranty Management system would display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. The required repair to complete this recall is not yet available. The involved vehicles must be held and cannot be delivered to customers, dealer-traded, released to auction, used for demonstration purposes or put to any other use until a remedy is available to complete the recall.

This message is to inform dealers who have involved vehicles in their inventory that they can now apply for the used vehicle Working Capital Assistance Program ("WCAP") for safety recall 18155. This program is intended to provide support to GM dealers for eligible used GM vehicles being constrained by a stop sale/stop delivery order in situations where a recall remedy is not available. The program was announced to all GM dealers late last year. However, please review GM GlobalConnect Message GCUS-9-4087 dated May 15, 2017 for current program terms and guidelines. Program compensation examples are also provided.

Before proceeding with the application process described below, dealers must verify vehicle eligibility based on the program terms and guidelines provided in GM GlobalConnect Message GCUS-9-4087 dated May 15, 2017. Applications submitted on ineligible vehicles are subject to chargeback of any incentives paid to the dealer under the WCAP. Because compensation and tracking requires visibility into dealers' inventory, dealers must also have agreed to a Dealer Data Share agreement with GM in order to receive any compensation under this program.

To apply for the WCAP for safety recall 18155, dealers must access the GM Global Warranty Management (GWM) system and submit a "ZSET" warranty transaction using

the labor code provided below for each eligible vehicle. This zero dollar special transaction type is the dealer's application for compensation and constitutes a representation from the dealer that the vehicle is eligible for WCAP assistance.

Note: Acceptance of the warranty transaction does not ensure vehicle eligibility or guarantee the provision of any assistance as defined by program terms and guidelines.

Labor Code	Description	Labor Time	Trans Code
9800016	Working Capital Assistance for Safety Recall 18155	N/A	ZSET

To be eligible for the WCAP, a vehicle must be in dealer inventory at the time the related field action bulletin is released. If a vehicle has been delivered, wholesaled or otherwise disposed of prior to release of the bulletin, the vehicle is not eligible for assistance. Additionally, recalled vehicles taken in on trade may be eligible for assistance if the dealer immediately reports the vehicle in used vehicle inventory via its Dealer Management System (DMS) and makes application through the GWM system.

To ensure that GM is receiving daily inventory information, which is necessary to process payments and make eligibility determinations under the WCAP, the dealer's vehicles must be properly identified in the dealership's DMS. A daily feed of this information is provided to GM through the Dealer Data Share (DDS) agreement.

Payment will be made to dealers for eligible vehicles on a quarterly basis in the form of one or more Dealer Bonus Certificates (DBC). In order to receive the appropriate number of DBCs in any applicable quarter, a dealer must have timely reported the vehicle in used vehicle inventory, retained the vehicle until the related field action bulletin is released, and properly applied for the WCAP payment. The vehicle must also be otherwise eligible under WCAP rules and guidelines.

GM reserves the right to amend, modify, terminate, or cancel this program at any time in its sole discretion.

END OF MESSAGE
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