

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4762
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 24, 2018

Subject: 18179 - Safety Recall
SDM Loss of Communication

Models: 2018 GMC Terrain

To: All General Motors Dealers

General Motors is releasing Safety Recall 18179 today. The total number of U.S. vehicles involved is approximately 88,129. Please see the attached bulletin for details.

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 Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated May 25, 2018. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

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