

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5543
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 15, 2020

Subject: Stop Delivery Order for Upcoming Safety Recall N202314760

Models: 2020 Buick Enclave, Chevrolet Traverse, Cadillac XT5, XT6, GMC Acadia

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2020 model year Buick Enclave, Chevrolet Traverse, Cadillac XT5, XT6, and GMC Acadia 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 N202314760.

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 2020 model year Buick Enclave, Cadillac XT5, Cadillac XT6, Chevrolet Traverse, and GMC Acadia vehicles. The fuel pump assemblies in these vehicles may have been produced with burrs inside the mixing tube that could prevent the transfer of fuel from the secondary side of the fuel tank to the primary side, which could obstruct fuel flow to the engine. At low fuel levels, the engine may not receive adequate fuel and the vehicle may unexpectedly stall.

Parts are not currently available, but when parts are available, dealers are to replace the fuel pump module.

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 October 15, 2020. 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.

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.

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM 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