

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5624
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 21, 2020

Subject: Stop Delivery Order for Upcoming Safety Recall N202308930

Models: 2010 – 2013 Buick LaCrosse
2012 – 2013 Buick Regal
2013 Chevrolet Malibu

To: All General Motors Dealers

STOP DELIVERY ORDER

On December 10, 2020, General Motors released an upcoming safety recall message for recall number N202308930. At the time, we did not have the list of affected vehicles. Today we are including the VINs and issuing the stop delivery notice. Effective immediately, stop the delivery of certain 2010 – 2013 Buick LaCrosse, 2012 – 2013 Buick Regal, and 2013 Chevrolet Malibu vehicles in used vehicle inventory.

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 the certain 2010 – 2013 Buick LaCrosse, 2012 – 2013 Buick Regal, and 2013 Chevrolet Malibu vehicles that were ever registered in Connecticut, Delaware, the District of Columbia, Illinois, Indiana, Iowa, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia, or Wisconsin (collectively, "Corrosion States"). These vehicles may have rear toe links that received excessive electrocoating (e-coat) corrosion protection, which could cause the e-coat to become brittle and break away when contacted by road debris. Over time, the e-coat may chip away, exposing the metal toe link and making it more susceptible to corrosion. Corrosion may eventually cause the toe link to thin and ultimately to fracture. A rear toe link fracture may reduce the ability to control the vehicle, increasing the risk of a crash.

To correct this condition, dealers will replace rear suspension toe links and adjuster fasteners.

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 December 22, 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 Safety 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 do not have replacement parts at this time, but we are working closely with the supplier to obtain the required parts as quickly as possible. When parts are available, the recall bulletin will be released and dealers can begin repairing vehicles. Once that happens, dealers will replace rear suspension toe links and adjuster fasteners.

END OF MESSAGE
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