

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5729
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 25, 2021

Subject: Stop Delivery Order – Expansion of Population
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 21, 2020, GM ordered a stop delivery of certain 2010 – 2013 Buick LaCrosse, 2012 – 2013 Buick Regal, and 2013 Chevrolet Malibu vehicles in used vehicle inventory. Additional VINs have been added to this stop delivery order.

On January 4, 2021, Application for Used Vehicle Working Capital Assistance Program was sent to all GM Dealers on GlobalConnect message GCUS-3-2025 regarding this recall.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory) 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.

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.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on March 26, 2021. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

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.

Instructions for releasing the involved vehicles from this stop delivery will be provided in the near future.

END OF MESSAGE
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