

GM CUSTOMER CARE AND AFTERSALES
DCS3190 URGENT - DISTRIBUTE IMMEDIATELY

Date: June 26, 2014

Subject: Stop Delivery Order
GM Reference Number 14295

Models: 2013- 2014 Chevrolet Caprice PPV
2014 Chevrolet SS

To: All Chevrolet Dealers

Attention: Dealer, Dealer Principal, General Manager, General Sales
Manager, New Vehicle Sales Manager, Parts and Service Director,
and Service Manager, Used Vehicle Sales Manager

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2013-2014 model year Chevrolet Caprice PPV and 2014 Chevrolet SS vehicles in new or used vehicle inventory. The wipers may become inoperative during normal operation due to the wiper motor gear teeth stripping.

If any of these vehicles are in dealer inventory (new or used) they must be held and not delivered to customers, dealer traded, released to auction, or used for demonstration purposes until further instructions are received.

The attached file provides the Vehicle Identification Number (VIN) of each involved vehicle that our record indicate is currently in new vehicle inventory. It is sorted by dealer Business Associate Code (BAC) for easy reference. According to GM records the total number of involved U.S. vehicles currently in new vehicle inventory is 892.

All other 2013-2014 model year Chevrolet Caprice PPV and 2014 Chevrolet SS vehicles in dealer inventory that are not on the involved VIN list are not restricted from sale or delivery.

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

Please do not call GM Technical Assistance.

END OF MESSAGE

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