
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Friday, January 10, 2014 6:30 PM
To:
Subject: Internal notification for: G_0000183063 Stop Delivery Order - Certain 2014 Chevrolet Silverado and GMC Sierra 1500 Vehicles
Attachments: Stop Delivery Q&A.pdf

Date: 1/10/2014 Ref. number: Service / Field Action / G_0000183063
Subject: **Stop Delivery Order - Certain 2014 Chevrolet Silverado and GMC Sierra 1500 Vehicles**

**GM CUSTOMER CARE AND AFTERSALES
DCS3115
URGENT - DISTRIBUTE IMMEDIATELY**

Date: January 10, 2014

Subject: Stop Delivery Order

Models: 2014 Chevrolet Silverado 1500 and GMC Sierra 1500 Vehicles
Equipped with 4.3L Engine (LV1/LV3) or 5.3L Engine (L83)

To: All Chevrolet and GMC Dealers

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

STOP DELIVERY ORDER

NOTE: THE 6.2L ENGINE (L86) IS NOT INVOLVED IN THIS STOP DELIVERY

Effective immediately, stop the delivery of all 2014 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles, equipped with a 4.3L engine (LV1/LV3) or 5.3L engine (L83).

The media may report that General Motors will be announcing a safety recall that involves 2014 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles, equipped with a 4.3L engine (LV1/LV3) or 5.3L engine (L83). When these vehicles are idling in cold temperatures, some of the exhaust components may overheat. If this were to occur, the yellow Check Engine light will illuminate and the "Engine Power is Reduced" message will appear in the Driver Information Center (DIC). If there is enough heat, it could melt plastic parts in the area, resulting in a possible engine fire.

If a customer contacts you and states that their vehicle is exhibiting the condition described above, advise the customer to turn the vehicle off immediately. Dealers are to arrange towing of the vehicle to the dealership and provide the customer with courtesy transportation.

A new ECM calibration to modify the Power Management Mode software, in order to prevent the condition, will be available early next week to repair vehicles.

In the meantime, all 2014 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles, equipped with a 4.3L engine (LV1/LV3) or 5.3L engine (L83) that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until further instructions are received.

IMPORTANT: Do NOT let vehicles idle unattended for more than a few minutes, and do not let them idle in or next to a building or structure.


2014 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles, equipped with a 6.2L engine (L86), are **NOT** involved in this stop delivery order and are not restricted from sale or delivery.

A safety recall bulletin will be sent to dealers early next week that will provide the reprogramming instructions. A Q&A document is attached to this message to address customer concerns.

Please do not call GM Technical Assistance.

**END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES**

Message Attachment(s):

 [Stop_Delivery_Q&A.pdf](#) Acrobat PDF (67.88KB)
Stop Delivery Q&A

Contact name:

E-Mail:

Department: Service - Brand Quality

Phone:

Intended roles: Dealer, Dealer Principal, General Manager, General Sales Manager, New Vehicle Sales Manager, Parts & Service Director, Service Manager

Archives: 2/10/2014

Expires: 1/10/2015