
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Wednesday, May 28, 2014 3:09 PM
To:
Subject: Internal notification for: G_0000192854 Important Update to Stop Delivery Order (GM Tracking Number 14251)
Attachments: 14251 Stop Delivery 5-28-2014.xlsx

Date: 5/28/2014 Ref. number: Service / Field Action / G_0000192854
Subject: **Important Update to Stop Delivery Order (GM Tracking Number 14251)**

**GM CUSTOMER CARE AND AFTERSALES
DCS3250
URGENT - DISTRIBUTE IMMEDIATELY**

Date: May 28, 2014

Subject: Important Update to Stop Delivery Order
(GM Tracking Number 14251)

Models: 2015 Cadillac Escalade, Escalade ESV
2014-2015 Chevrolet Silverado
2015 Chevrolet Suburban, Tahoe
2014-2015 GMC Sierra
2015 Yukon, Yukon XL

To: All Cadillac, 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

On May 22, 2014, General Motors announced the stop delivery of certain 2015 model year (MY) Cadillac Escalade and Escalade ESV, 2014-2015 MY Chevrolet Silverado, 2015 MY Chevrolet Suburban and Tahoe, 2014-2015 MY GMC Sierra and 2015 MY Yukon and Yukon XL vehicles. This issue involves a potentially faulty supplier part in the sensing and diagnostic module that controls the vehicle air bags.

A detailed investigation is continuing to fully understand the issue and possible remedies. The investigation has been able to identify that some of the vehicles may be removed from the Stop Delivery Order.

The attached revised file identifies the specific vehicles that must remain on stop delivery and the specific vehicles that are now removed from the Stop Delivery Order and are available for sale. It is sorted by dealer Business Associate Code (BAC) for easy reference. If your dealership's BAC is not listed, then none of the involved vehicles are currently assigned to you.

All 2015 model year (MY) Cadillac Escalade and Escalade ESV, 2014-2015 MY Chevrolet Silverado, 2015 MY Chevrolet Suburban and Tahoe, 2014-2015 MY GMC Sierra, and 2015 MY Yukon and Yukon XL vehicles that are in dealer inventory and listed in the attached file must be held and not delivered to customers, dealer traded, or used for demonstration purposes until further instructions are received.


All other 2015 model year (MY) Cadillac Escalade and Escalade ESV, 2014-2015 MY Chevrolet Silverado, 2015 MY Chevrolet Suburban and Tahoe, 2014-2015 MY GMC Sierra, and 2015 MY Yukon and Yukon XL vehicles in dealer inventory that are not listed in the attached file are not restricted from sale or delivery.

Additional information will be provided in the near future.

Please do not call GM Technical Assistance.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

 14251 Stop Delivery 5-28-2014.xlsx MS Excel Workbook 2007 (115.2KB)
14251 Stop Delivery 5-28-2014

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: 6/28/2014

Expires: 5/28/2015