

Stop Delivery Order for Upcoming Customer Satisfaction Program 01516
Updated Date: Oct 15, 2015 15:15 ET

GM CUSTOMER CARE AND AFTERSALES
DCS3808
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 15, 2015

Subject: Stop Delivery Order for Upcoming Customer Satisfaction Program 01516

Models: 2016 Chevrolet Silverado Work Truck
2016 GMC Sierra Work Truck
Equipped with Power Outside Rear View Mirrors (RPO DL8 or DPN)

To: All Chevrolet and GMC Dealers

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

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2016 model year Chevrolet Silverado and GMC Sierra work truck vehicles in dealer new or used vehicle inventory. The GM program number is 01516.

CONDITION: Certain 2016 model year Chevrolet Silverado and GMC Sierra work trucks equipped with Power Outside Rear View Mirrors (RPO DL8 or DPN) were built without mirror switches, bezels and the associated wire harness. A part release change regarding door pad construction was missed during the assembly process. To correct this condition, dealers will install a mirror switch, bezel and wire harness in each involved vehicle.

REQUIRED ACTION: Until further instructions are received, involved vehicles that are in dealer new or used vehicle inventory must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration or any other purpose.

INVOLVED VEHICLES: A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. Dealers are to check IVH to determine involvement of vehicles in dealer used inventory. IVH will be updated in the near future with all involved VINs.

In IVH, please note the "N/A" under Release Date and the "Incomplete - Remedy Not Yet Available" message under Status. This means release of the recall bulletin is still pending and dealers should not attempt to perform any repairs at this time.

RELEASE OF BULLETIN: We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity of parts are available, the recall bulletin will be released and dealers can begin repairing vehicles.

 01516 US stop delivery list.xlsx

About this Alert

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Contact : loren.rusk@gm.com