



Stop Delivery Order - GM Reference # 43700

Updated Date: May 11, 2016 17:45 ET

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4037

URGENT - DISTRIBUTE IMMEDIATELY

Date: May 11, 2016

Subject: Stop Delivery Order - GM Reference # 43700

Models: 2016 Buick Enclave  
2016 Chevrolet Traverse  
2016 GMC Acadia

To: All Buick, Chevrolet, and GMC Dealers

**STOP DELIVERY ORDER**

Effective immediately, stop the delivery of all 2016 model year Buick Enclave, Chevrolet Traverse, and GMC Acadia vehicles in new vehicle inventory. The GM reference number is 43700.

GM just discovered an inadvertent error which affected the fuel economy information on the fuel economy labels on the 2016 model year Acadia, Enclave and Traverse vehicles. The error caused the EPA estimated fuel economy to be listed on the window label as 1-2 MPG higher than it should have been. GM is stopping sale of the affected models until a corrected label is printed and affixed. GM will contact owners of the affected models to address this situation. This label error has no effect on the safety and operation of the vehicles.

**Effective immediately, dealers must hold the involved vehicles until corrected Monroney (fuel economy) window labels are received and affixed to all 2016 model year Buick Enclave, Chevrolet Traverse, and GMC Acadia vehicles.**

Until further instructions are received, involved new vehicles that are in dealers' possession must be held and not delivered to customers or dealer-traded until a corrected window label is affixed to the vehicle.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory.

Additionally, a file is attached that contains some anticipated questions and answers.

We are working to obtain replacement labels and will send them to dealers as quickly as possible. When replacement labels are available, they will be released with further instructions.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS



[43700 Label Q and A.pdf](#)



[43700 US Inventory VIN List.xlsx](#)

About this Alert

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Contact : [loren.rusk@gm.com](mailto:loren.rusk@gm.com)

**Q&A For 43700 - Fuel Economy Label Error  
2016 Model Year Buick Enclave, Chevrolet Traverse, and GMC Acadia**

**Q1: Which vehicles are involved?**

A1: All 2016 model year Buick Enclave, Chevrolet Traverse, and GMC Acadia vehicles.

**Q2: Which label is involved?**

A2: The Monroney window label that includes the fuel economy and pricing information for the vehicle.

**Q3: What is the condition?**

A3: An inadvertent error was discovered on the fuel economy label on these vehicles. The error caused the EPA estimated fuel economy to be listed on the window label as 1-2 MPG higher than it should have been. Actual MPG will depend upon driving conditions and driver behavior. GM has informed the EPA about this condition.

**Q4: What are the corrected 2016 model year fuel economy values?**

A4: The EPA approved estimated fuel economy values are as follows:

FWD: Combined City/Hwy 18 MPG, City 15 MPG, Highway 22 MPG

AWD: Combined City/Hwy 17 MPG, City 15 MPG, Highway 22 MPG

Detailed information will be provided on the corrected label.

**Q5: When will the corrected labels be provided?**

A5: GM is working closely with the label supplier to obtain the corrected labels as quickly as possible.

**Q6: How did GM discover this condition?**

A6: The inadvertent error was discovered as GM engineers worked on the 2017 model year label. They found that the 2016 model year label was calculated incorrectly.

**Q7: Does this affect other models?**

A7: GM has checked and found no other models or model years were affected.

**Q8: What about the sold vehicles with the error?**

A8: GM will contact owners of the affected models to address this situation.

**Q9: Does this affect the safety or drivability of the vehicle?**

A9: No. Customers can continue to operate their vehicle.