

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4038
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 13, 2016

Subject: Stop Delivery Order for Upcoming Service Update 43210

Models: 2016 Buick Encore
2016 Chevrolet Trax
Equipped with 1.4L Turbo Engine (RPO LUJ/LUV)

To: All Buick and Chevrolet Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2016 model year Buick Encore and Chevrolet Trax vehicles equipped with a 1.4L Turbo Engine (RPO LUJ/LUV) in new or used vehicle inventory. The total number of involved vehicles is 443.

Certain of these vehicles may experience engine oil leakage at the oil cooler pipe caused by a damaged O-ring. Dealers will replace the damaged O-ring.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used vehicles, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this stop delivery on May 17, 2016. This action is being taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

Until the recall bulletin is released, the IVH screen in the GWM system will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

A list of involved vehicles that have been identified as in transit or 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 transit to you or in your new vehicle inventory. A file identifying involved vehicles in dealer used inventory will be published in GM GlobalConnect, under the Service tab in Field Action Inventory Reports.

END OF MESSAGE
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