

Customer Satisfaction Program

43700 – Incorrect Fuel Economy Information



Reference Number: N162043700
GWM Number: 2043700

Release Date: May 2016
Revision: 00

Attention:	All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle. Vehicles involved in this program were placed on stop delivery on May 11, 2016. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer. With regard to involved customer vehicles, no action is required by dealers. See the customer notification section for details.
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Make	Model	Model Year		RPO	Description
		From	To		
Buick	Enclave	2016	2016		
Chevrolet	Traverse	2016	2016		
GMC	Acadia	2016	2016		

Involved vehicles will be marked "open" in the near future on the Investigate Vehicle History screen in the GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	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 (1L/100 KM lower) 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.
Correction	Dealers are to remove the fuel economy (Monroney) label and affix a corrected label to the vehicle.

Part Information

Replacement labels with the correct fuel economy information are being reprinted and will be shipped to involved dealers of record via FedEx Overnight delivery. All of the replacement labels should be delivered to U.S. dealers no later than May 17, 2016. Canadian dealers should expect replacement labels no later than May 20, 2016. Please do not attempt to order replacement labels via the BARS Reprint Request process in GM GlobalConnect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type
9101447	Remove and Replace Fuel Economy (Monroney) Label	0.2	ZFAT

Service Procedure

Note: This procedure is for involved vehicles in dealer new vehicle inventory only. Replacement fuel economy (Monroney) labels for these vehicles are VIN specific and also differentiated by front-wheel drive (FWD) and all-wheel drive (AWD). Please exercise due care to ensure that the correct label is affixed to the correct vehicle.

1. Carefully remove the factory installed label from the vehicle's window. Discard this label.
2. Carefully affix the replacement label to the vehicle's window.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Program Reports, or sent directly to export dealers.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle. Included with the letter will be a paper reproduction of their vehicle's Monroney label with the correct fuel economy information. This facsimile is being provided for their records and no dealer action is required.

Export - Letters will be sent to known owners of record located within areas covered by the U.S. National Traffic and Motor Vehicle Safety Act. Dealers should notify owners outside these areas.



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Warranty Information

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9101447	Remove and Replace Fuel Economy (Monroney) Label	0.1	ZFAT

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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