



## 43700 - CSP - Incorrect Fuel Economy Information - Replacement Label Not Yet Received

Updated Date: May 18, 2016 18:15 ET

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS4046

URGENT - DISTRIBUTE IMMEDIATELY

Date: May 18, 2016

Subject: 43700 - Customer Satisfaction Program  
Incorrect Fuel Economy Information  
Replacement Label Not Yet Received

Models: 2016 Buick Enclave  
2016 Chevrolet Traverse  
2016 GMC Acadia

To: All Buick, Chevrolet, and GMC Dealers

As you are aware, General Motors released Customer Satisfaction Program 43700 on May 13, 2016. This program addresses incorrect fuel economy information on factory installed window (Monroney) labels.

Replacement labels with the correct fuel economy information were reprinted and shipped to invoicing dealers of record via FedEx Overnight delivery. We expected that all of these replacement labels would be delivered no later than May 17, 2016.

However, we have received feedback from some dealers that labels for particular vehicles have not arrived as planned. We suspect that, in most cases, a dealer trade was involved and that the label was shipped to the original invoiced dealer.

In order to obtain a missing label, please follow the steps outlined below:

- If a dealer trade was involved, contact the original invoiced dealer to see if the replacement label was shipped to their location. If yes, request that the label be mailed to you as soon as possible.
- If a dealer trade was not involved or the original invoiced dealer is uncooperative, request a replacement label via the BARS Reprint Request process in the GM GlobalConnect system. For all requests received by 5:00 PM on Friday, May 20<sup>th</sup>, replacement labels will be shipped to dealers via FedEx Overnight delivery. For all requests received after that time, replacement labels will be mailed to dealers via the USPS. They may take up to five business days.

Any questions about this program should be directed to your DMA.

END OF MESSAGE

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### About this Alert

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