

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4212  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 10, 2016

Subject: Stop Delivery Order for Upcoming Service Update Bulletin 16065

Models: 2017 Chevrolet Equinox  
2017 GMC Terrain  
Equipped with All Wheel Drive (RPO EPM)

To: All Chevrolet and GMC Dealers

**STOP DELIVERY ORDER**

Effective immediately, stop the delivery of certain 2017 model year Chevrolet Equinox and GMC Terrain vehicles in new vehicle inventory. The total number of U.S. vehicles involved is 50. The GM field action number is 16065.

These vehicles may have been assembled with a suspect gear set in the Rear Differential Module (RDM). Specifically, the back face of the pinion gear in the RDM may have been cracked during the manufacturing process. If a crack propagates and a gear tooth fractures, it could wedge into the ring and pinion gear mesh interface and cause the rear wheels to lock up with the potential for loss of control of the vehicle.

Until further instructions are received, all involved new vehicles that are in dealers' possession must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this upcoming bulletin. This action has been taken to help dealers determine which vehicles are involved.

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.

Until the bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (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.

Additional information will be provided as it becomes available.

END OF MESSAGE  
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