



Stop Delivery Order for Upcoming Customer Satisfaction Program 16999

Updated Date: Apr 04, 2016 18:00 ET

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS3987

URGENT - DISTRIBUTE IMMEDIATELY

Date: April 4, 2016

Subject: Stop Delivery Order for Upcoming Customer Satisfaction Program 16999

Models: 2016 Chevrolet Silverado
2016 GMC Sierra

To: All Chevrolet and GMC Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2016 model year Chevrolet Silverado and GMC Sierra vehicles in new or used vehicle inventory. The total number of involved vehicles is 33.

The bolts securing the transmission to the engine may not be tightened to specification on these vehicles.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, 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 April 5, 2016. This action is being taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

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.

A program bulletin with the required repair instructions will be released in the near future.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS



16999 Stop Delivery US VINs.xlsx