

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4342
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 8, 2017

Subject: 1. Failure to Conduct Safety or Noncompliance Recall Repairs
Prior to Vehicle Sale/Delivery

2. Reminder to Monitor Product Field Action Status of Courtesy Transportation
Program Fleet

To: All General Motors Dealers

1. Failure to Conduct Safety or Noncompliance Recall Repairs Prior to Vehicle Sale/Delivery

The Federal Motor Vehicle Safety Act (49 USC 30112(a)) states that, “[A] person may not . . . **sell, offer for sale**, introduce or deliver for introduction in interstate commerce any motor vehicle or motor vehicle equipment . . . unless the vehicle or equipment complies with [all applicable FMVSS standards] and . . . **may not sell, offer for sale**, introduce or deliver for introduction in interstate commerce . . . any motor vehicle or motor vehicle equipment if the vehicle or equipment contains a defect related to motor vehicle safety”

If a dealer reports a vehicle as sold prior to completing a required safety or noncompliance recall repair, the reported sales transaction will trigger a Pre-Delivery Inspection (PDI) debit and, potentially, the debiting of all sales incentives pursuant to General Motors policy, even if such activity involves only the processing of the sales paperwork and not the physical delivery of the vehicle to a customer.

We all know the importance of customer safety. Every dealer should have a sales process that includes a check of the Required Field Actions section on the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system to determine, prior to the sale or delivery of any new vehicle, whether there are any required field actions on the vehicle that need attention. If one or more “open” field actions are identified, the dealer should then review the appropriate bulletins and perform the required repairs.

GM has also made available numerous other on-line tools to assist dealers with the administration of product field actions. Some of these tools are exclusively for safety, noncompliance and emission recalls, while others include all product field action types. The attached table identifies the on-line tools and how dealers can access them. Note that the Required Field Actions section on the IVH screen in the GWM system should be the first and the last place checked to identify any “open” product field actions prior to vehicle sale/delivery to a customer or dealer-to-dealer trade.

2. Reminder to Monitor Product Field Action Status of Courtesy Transportation Program Fleet

Vehicles with a safety or noncompliance recall that are reported as “025 - Courtesy Transportation Vehicles” are not currently included in the debit process described above. However, attached for your review, are Courtesy Transportation Program (CTP)

requirements that were previously communicated. Please ensure that all involved dealership personnel are aware of this information.

Thank you for your continued attention to these important issues. Please make customer safety the centerpiece of everything you do.

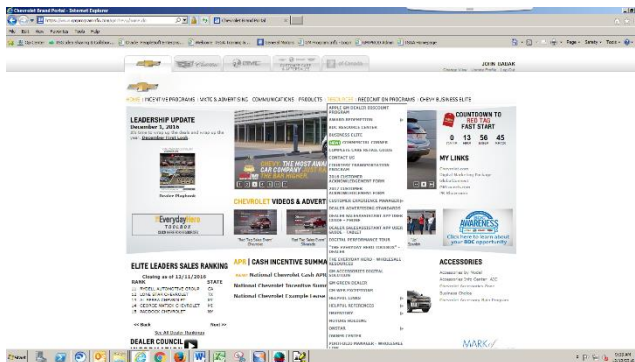
END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

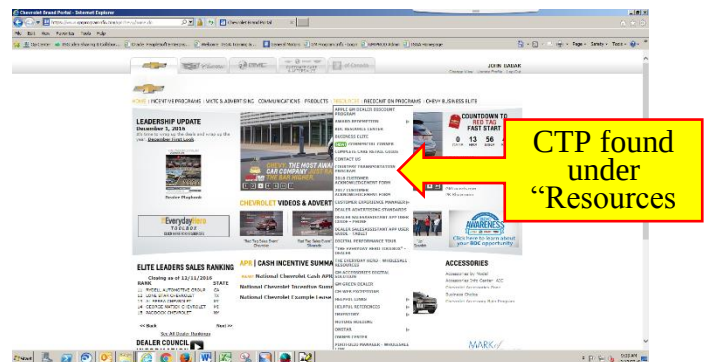
1. Before a vehicle is placed into the Courtesy Transportation Program, dealers must check the Investigate Vehicle History (IVH) screen in the GM Global Warranty Management (GWM) system for "open" field actions and complete any necessary repairs to "close" the field actions.
2. If a dealer is notified of a recall on a vehicle while the vehicle is in active CTP service, the dealer must immediately remove the vehicle from CTP service and park it until the necessary repair can be completed.
3. Prior to reporting the vehicle "out" of the CTP program, the dealer must again check the IVH screen in GWM system for "open" field actions and complete any necessary repairs to "close" the field actions.

The recall status of your current CTP fleet is updated DAILY on GMProgramInfo.com. The following are step-by-step instructions to check the recall status of your CTP fleet on GMProgramInfo.com:

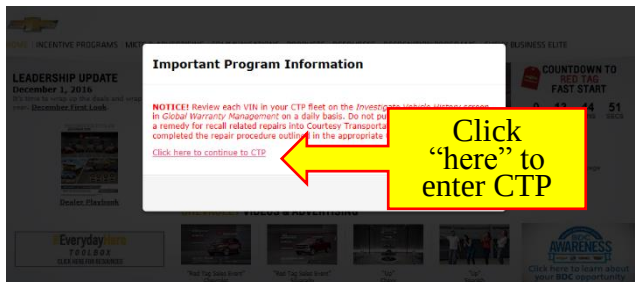
1) Go to GMProgramInfo.com



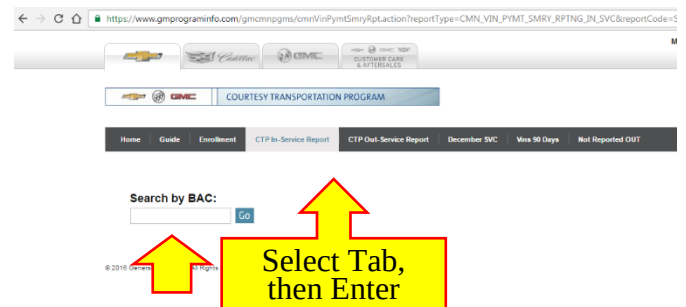
2) Select "Courtesy Transportation Program"



3) Warning spotlight pops up prior to entering the CTP site. Click on "click here to continue to CTP"



4) Select "In-Service" or "Out-service" Tab



5) The resulting screen is a VIN list of the dealers CTP fleet where the last column labelled "Open Recall" indicates if the unit is subject to a recall.

GM Courtesy Transportation Reporting

BAC:

Fleet Size Min/Max

As of 12/11/2016

Min	Current	Max	WITHIN MIN/MAX??
11	24	48	

Key:
 Y = within your current Min and Max requirements
 A = at your Min or Max requirement and not going below your min or above your max
 N = not within your current Min and Max requirements
 Please refer to the Resources tab above (Program Guide) for complete program rules.

CTP In-Service (025 CDR Delivery Type Sales)

URGENT! Under the column titled "Open Recall", if a VIN has an active (safety, non-compliance, or emissions) recall, it will appear red. General Motors does not permit a vehicle with open recall to be provided to a customer (rent, loan, or sell) until all appropriate repairs have been made to the vehicle. Do not use in your CTP fleet, if the vehicle with open recall is not repaired. Open Rec of date updates on reports daily Monday - Friday.

VIN	Model Year	Make	Model	CTP Service Input Date	Days in CTP Service	Open Recall
1GCVKRC4GZ228239	2016	Chevrolet	SILVERADO 1500 Extended Cab	08/01/2016	133	
KL7CJNSB4G8667137	2016	Chevrolet	TRAX	08/31/2016	103	
1G1BC5SM9G7242423	2016	Chevrolet	CRUZE	06/30/2016	165	
3GCUKNEC8GG290960	2016	Chevrolet	SILVERADO 1500 Crew Cab	06/30/2016	165	