

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5210
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 7, 2019

Subject: Stop Delivery Order: Reference Number N192285280

Models: 2019 Chevrolet Silverado 1500 LD
2019 GMC Sierra 1500 Limited

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2019 model year Chevrolet Silverado and Sierra vehicles in new vehicle inventory. These vehicles may have incorrect Monroney labels. Based on GM's initial investigation, the Monroney labels on these vehicles may not include the New Car Assessment Program (NCAP) rating required by 49 C.F.R. § 575.302. The GM reference number is N192285280.

The vehicle cannot be delivered to the customer without the Monroney label containing the NCAP rating information.

Shortly, GM will release a bulletin instructing the dealers to affix a new Monroney label containing the correct NCAP rating information prior to vehicle sale. This bulletin will contain the details on submitting a claim.

Until the new Monroney label is installed, new vehicles subject to this stop sale must be held 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 will be updated as "Stop Delivery – Awaiting Communication" on November 7, 2019. This action has been 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 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.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS