

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5673
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 8, 2021

Subject: Stop Delivery Order for Upcoming Customer Satisfaction Program
N212328090
New Dealer Inventory Only

Models: 2021 Chevrolet Silverado 1500
2021 GMC Sierra 1500
Equipped with 8-speed automatic transmission (RPO MQE)

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2021 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles in new vehicle inventory.

Certain 2021 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles, equipped with an 8-speed automatic transmission may have a broken reaction carrier. These transmissions must be replaced before sale and delivery to a customer. Parts are currently not available, but when parts are available, dealers will replace the transmission.

Until further instructions are received, involved 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 will be updated for this upcoming customer satisfaction program on or before February 8, 2021. 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.

We do not have replacement parts, at this time, but we are working closely with the supplier to obtain the required parts as quickly as possible. When parts are available, the bulletin will be released, and dealers can begin replacing the affected transmissions.

END OF MESSAGE
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