

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6212
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 13, 2022

Subject: Stop Delivery Order for N222376920 – Wheelhouse Liner Build Shy

Model: 2022 Chevrolet Equinox
2022 GMC Terrain

To: All General Motors Dealers

STOP DELIVERY ORDER

Certain 2022 model year Chevrolet Equinox and GMC Terrain vehicles will begin shipping to dealerships on July 13, 2022, which may have a condition where the front and/or rear wheelhouse liners may be missing/built shy on the vehicle. This condition is intentional and will be remedied at the dealership once parts become available in accordance with a future GlobalConnect communication. Until further instructions are received, these vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use.

As a reminder, dealers are to follow the normal delivery process, and vehicles should be maintained according to requirements in the Vehicle Storage section of the Service Policies and Procedures and those outlined in Service Bulletin #21-NA-043 Properly Maintaining Vehicles in Dealer Inventory.

Once parts become available, the repair bulletin will be communicated via GlobalConnect and will appear in Service Information. The bulletin will include repair instructions, part information, and warranty submittal details, including offering Floor Plan Reimbursement for the days the vehicle is ineligible for sale to when the repair is completed. We expect to begin shipping parts in early Q4 or sooner for vehicle completions.

Note: Certain vehicles may have some miscellaneous parts included in the vehicle (to be assembled when wheelhouse liners become available). Please do not discard. We will provide more information on what to do with these parts when the bulletin is launched.

It is imperative that these vehicles are NOT sold or delivered to customers until the final repair has been completed. A list of involved vehicles that have been identified is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated on July 13, 2022.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "7/13/2022" under Release Date and "Incomplete – Remedy Not Available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE
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