

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6236
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 10, 2022

Subject: UPDATE: Stop Delivery Order for N222379650 – Hood Insulator Build Shy – Additional Models Added

Model: 2023 Buick Enclave
2022 Chevrolet Malibu
2022-2023 Chevrolet Silverado 1500
2022-2023 Chevrolet Silverado 2500/3500
2023 Chevrolet Traverse
2022-2023 GMC Sierra 1500
2022-2023 GMC Sierra 2500/3500

To: All General Motors Dealers

STOP DELIVERY ORDER UPDATE

On August 5, 2022, General Motors sent out GlobalConnect message GCUS-3-2592, advising of this stop delivery order. The VIN list has been modified to add the 2022 model year Chevrolet Malibu, and 2023 model year Buick Enclave and Chevrolet Traverse to the population. The updated list is attached to this message.

Certain 2022 model year Chevrolet Malibu, 2023 model year Buick Enclave and Chevrolet Traverse, 2022-2023 model year Chevrolet Silverado 1500, 2500/3500, and GMC Sierra 1500 and 2500/3500 vehicles began shipping to dealerships last week and continue to ship. The hood insulator may be missing/built shy on these vehicles. This 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.

Over the next several days, additional makes and models may be added to this stop delivery, and will be communicated as new information becomes available.

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 that parts will begin to be available in late Q3 for vehicle completions.

It is imperative that these vehicles are NOT sold or delivered to customers until the final repair has been completed. An initial 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. Please verify a VIN's involvement in this field action by checking in IVH. IVH is the best source for individual VIN inquiries.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated to include these additional VINs.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "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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