

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6256  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 19, 2022

Subject: UPDATE: Initial Lifting of Stop Delivery Order for N222379650  
Hood Insulator Build Shy

Models: Buick Enclave  
Cadillac – All Models & Trims  
Chevrolet Bolt EV and Bolt EUV  
Chevrolet Camaro  
Chevrolet Colorado  
Chevrolet Malibu  
Chevrolet Silverado 1500 LD  
Chevrolet Silverado 2500/3500 HD  
Chevrolet Traverse  
GMC Acadia  
GMC Canyon  
GMC Sierra 1500 LD  
GMC Sierra 2500/3500 HD

To: All Chevrolet, Buick, GMC and Cadillac Dealers

**INITIAL LIFTING OF STOP DELIVERY ORDER**

On August 5 and August 10, 2022, General Motors sent out GlobalConnect messages GCUS-3-2592 and GCUS-3-2597, advising dealers of this Stop Delivery order.

Effective August 19, 2022, General Motors will begin lifting the Stop Delivery order from certain vehicles. When the Stop Delivery order has been lifted, those vehicles will be eligible for sale. This process is expected to continue over several days. Please verify a VIN's involvement in this field action by checking in IVH. IVH is the best source for individual VIN inquiries.

Moving forward, the models communicated will fall into one of three categories:

1. RETROFIT ELIGIBLE - Certain vehicles will receive an invoice credit amount of \$25 for the hood insulator and **will be eligible** for later retrofit when parts become available for installation at your dealerships by your service technicians
2. NON-RETROFIT ELIGIBLE - Certain vehicles will receive an invoice credit amount of \$50 and **will not be eligible** for future retrofit
3. NOT IMPACTED – Certain vehicles previously communicated are no longer impacted and will arrive with the hood insulator installed

For those models eligible for a retrofit, GM will release a Customer Satisfaction Program bulletin once parts become available and at no cost to the customer. We expect parts to be available beginning in the 1st quarter of 2023.

For all impacted vehicles, both Retrofit Eligible and Non-Retrofit eligible models, Dealers will be required to:

1. Obtain a signed customer acknowledgement form at the time of purchase
2. Inform customers that their vehicle is not currently equipped with a 'Hood Insulator'
3. For Retrofit Eligible vehicles, advise customers that GM will cover the cost of the retrofit for this feature when the parts become available

The customer acknowledgement form **must** be retained in the sales deal jacket and be made available to GM representatives upon request.

Dealers will receive an adjusted invoice and a replacement Monroney label for some of the impacted vehicles that reflect the new credit amounts stated above. Dealers should affix the updated label with the appropriate credit to impacted vehicles prior to delivery. These adjusted invoices and replacement Monroney labels may arrive at dealerships over several days.

The below tables provide each model impacted by this action, the RPO processing codes and the associated MSRP credit amount:

RPO PROCESSING CODE	DESCRIPTION	INVOICE CREDIT AMOUNT
R8V	NOT EQUIPPED W/HOOD INSULATOR; INCLUDES LATER RETROFIT	\$25
R6N	NOT EQUIPPED W/HOOD INSULATOR	\$50

### **RETROFIT ELIGIBLE MODELS**

IMPACTED MODEL	RPO CODE	INVOICE CREDIT AMOUNT
CHEVROLET CAMARO	R8V	\$25
CHEVROLET SILVERADO LD / HD	R8V	\$25
CHEVROLET COLORADO (LIMITED VINS ONLY) *	R8V	\$25
CHEVROLET TRAVERSE	R8V	\$25

GMC CANYON (LIMITED VINS ONLY) *	<b>R8V</b>	<b>\$25</b>
GMC SIERRA LD / HD	<b>R8V</b>	<b>\$25</b>
GMC ACADIA	<b>R8V</b>	<b>\$25</b>
BUICK ENCLAVE	<b>R8V</b>	<b>\$25</b>

### **NON-RETROFIT ELIGIBLE MODELS**

<b>IMPACTED MODEL</b>	<b>RPO CODE</b>	<b>INVOICE CREDIT AMOUNT</b>
CHEVROLET MALIBU	<b>R6N</b>	<b>\$50</b>
CHEVROLET COLORADO	<b>R6N</b>	<b>\$50</b>
GMC CANYON	<b>R6N</b>	<b>\$50</b>

### **NOT IMPACTED**

<b>Previously communicated: NOT IMPACTED</b>
<b>ALL CADILLAC MODELS AND TRIMS</b>
<b>CHEVROLET BOLT EV / BOLT EUV</b>

\*Colorado/Canyon are listed under both Retrofit Eligible and Non-Retrofit Eligible models. There will be a limited number of vehicles eligible for retrofit due to partial under hood paint coverage. These units will be identifiable by the RPO Code and corresponding credit on the Monroney label and vehicle invoice.

Chevrolet, Buick, and GMC are updating all consumer and dealer facing materials as appropriate.

Thank you for your continued support as we work to help meet the strong customer demand for our vehicles and continue to satisfy and place our customers at the center of everything we do.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated beginning August 19, 2022, and will continue to be updated over several days until all the impacted VINs have been removed from the Stop Delivery.

A list of VINs removed from the stop delivery as of August 19, 2022 is attached.

END OF MESSAGE

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