

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6770  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 22, 2024

Subject: Stop Delivery Await Further Communication for N242436160

Model: 2024 Chevrolet Traverse Limited

To: All General Motors Dealers

**STOP DELIVERY ORDER**

Certain 2024 model year Chevrolet Traverse Limited vehicles will begin shipping to dealerships on January 22, 2024, which may have a condition where the limited badge may be missing/built shy on the vehicle. This is due to a part shortage at our assembly plant, 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, 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 part availability as soon as possible for vehicle completions.

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 January 22, 2024. Please verify a VIN's involvement by checking in IVH. IVH is the best source for individual VIN inquiries.

Until the bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "January 22, 2024" 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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