

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6781
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 2, 2024

Subject: UPDATE: Stop Delivery Await Further Communication for N242436160

Model: 2024 Chevrolet Traverse Limited

To: All General Motors Dealers

STOP DELIVERY ORDER UPDATE

On January 22, 2024, we communicated via GlobalConnect message GCUS-3-3122, that certain 2024 model year Chevrolet Traverse Limited vehicles would 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.

Certain vehicles have been, and will continue to be, remedied at the plant and delivered to dealers with the limited badge installed on the vehicle. These VINs will be closed in Investigate Vehicle History (IVH). **Before delivery, dealers MUST verify the VIN status in IVH.** If the VIN is not closed, the vehicle remains on stop delivery until further instructions are received. If the VIN is closed, the vehicle can be delivered to the customer.

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.

END OF MESSAGE
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