

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4561
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 14, 2017

Subject: Stop Delivery Order for Upcoming Noncompliance Recall 17368

Models: 2017-2018 Chevrolet Silverado HD Crew Cab
2017-2018 GMC Sierra HD Crew Cab

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2017-2018 model year Chevrolet Silverado HD Crew Cab and GMC Sierra HD Crew Cab vehicles in new vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming noncompliance recall that involves these vehicles. The GM recall number is 17368.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the noncompliance is remedied.

General Motors has decided that certain 2017 and 2018 model year Chevrolet Silverado Heavy Duty (2500 and 3500 Series) and GMC Sierra Heavy Duty (2500 and 3500 Series) vehicles fail to conform, in part, to Federal Motor Vehicle Safety Standard (FMVSS) No. 209, "Seat Belt Assemblies." The supplier of the driver's and front passenger's seat-belt retractor assemblies in these vehicles built those assemblies with different torsion bars than were used in testing the vehicles for compliance with the seat-belt elongation requirements of Section 4.4(b)(5) of FMVSS 209. While affected vehicles do not satisfy the requirements of Section 4.4(b)(5) of FMVSS 209, GM's testing data indicates the vehicles meet the belted crash performance requirements of Section 5.1 of FMVSS No. 208, "Occupant Crash Protection," in seating positions with a deploying frontal airbag.

Until further instructions are received, involved vehicles that are in dealers' possession (new vehicle inventory, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on September 15, 2017. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory.

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

We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity of parts are available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE
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