

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4547
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 1, 2017

Subject: Stop Delivery Order

Models: 2017-2018 Chevrolet Silverado 2500HD Crew Cab
2017-2018 GMC Sierra 2500HD 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. We are investigating an issue relating to the accuracy of the New Car Assessment Program (NCAP) ratings on the Monroney label for these vehicles. The GM Reference number is N172118130.

Until further instructions are received, involved vehicles that are in dealers' possession (new vehicle inventory) 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 has been updated. Until further instructions are released, the screen will display "Stop Delivery" for each involved vehicle under Required Field Actions.

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.

We are working to finalize the investigation as quickly as possible. When the investigation is complete, further instructions will be released.

END OF MESSAGE
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