

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4843
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 7, 2018

Subject: 18289 - Safety Recall
Loss of Steering Assist

Models: 2015 Cadillac Escalade
2015 Chevrolet Silverado LD, Suburban, Tahoe
2015 GMC Sierra LD, Yukon

To: All General Motors Dealers

General Motors is releasing Safety Recall 18289 today. The total number of U.S. vehicles involved is approximately 1,017,781. Please see the attached bulletin for details.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated September 7, 2018. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

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