

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4892  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 1, 2018

Subject: 18365 - Safety Recall  
Sensing & Diagnostic Module (SDM) Shipped in Manufacturing Mode

Models: 2019 Buick Encore  
2019 Chevrolet Spark  
2019 Chevrolet TRAX  
2019 Chevrolet Traverse

To: All General Motors Dealers

General Motors is releasing Safety Recall 18365 today. The total number of U.S. vehicles involved is approximately 12. 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 November 2, 2018. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE  
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