

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5052
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 23, 2019

Subject: Stop Delivery Order for Upcoming Noncompliance Recall N192218960

Models: 2016-2019 Chevrolet Express
2016-2019 GMC Savana

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2016 – 2019 model year Chevrolet Express and GMC Savana vehicles in new or used 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 N192218960.

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 2016 – 2019 Chevrolet Express and GMC Savana vehicles may fail to conform to S4.2.1 of Federal Motor Vehicle Safety Standard (FMVSS) 226, Ejection Mitigation. In these vehicles, tempered glass was used instead of laminated glass to manufacture one or both rear-quarter windows. Windows made of tempered glass may cause the window opening to fail to meet the headform-displacement requirements of S4.2.1. of FMVSS 226. Tempered glass was mistakenly listed in GM's part release system for the left rear-quarter glass in long wheelbase (155") cargo-crew configurations and for both the left and right rear-quarter glass in short wheelbase (135") cargo-crew configurations. Vehicles that do not meet the headform-displacement requirements of S4.2.1 of FMVSS 226 may create additional risk of injury during a rollover or side impact.

To correct this condition, dealers will replace tempered glass with laminated glass in the left rear-quarter position for long wheelbase vehicles and both left and right rear-quarter positions for short wheelbase configurations.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, 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. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this upcoming recall on May 23, 2019. 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. A file identifying involved vehicles in dealer used inventory will be published in GM GlobalConnect, under the Service tab in Field Action Inventory Reports.

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 Noncompliance Recall. Please use this information as an aid to confidently answer customer concerns.

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 sufficient quantity of parts is available, the recall bulletin will be released, and dealers can begin repairing vehicles.

END OF MESSAGE
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