

GM CUSTOMER CARE AND AFTERSALES
DCS5061
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 3, 2019

Subject: Stop Delivery Order for Upcoming Noncompliance Recall N192218960
Incorrect Rear Quarter Glass
Application for Used Vehicle Working Capital Assistance Program (WCAP)

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

To: All General Motors Dealers

On May 23, 2019, GM sent to all GM dealers GlobalConnect Message GCUS-3-1500 regarding noncompliance recall N192218960. Certain 2016 – 2019 model year 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. The message advised that the Investigate Vehicle History screen for the impacted vehicles in the Global Warranty Management system would display the date the VINs were updated for this upcoming field action under Release Date and "Incomplete – Remedy not yet available" under Status. The required repair to complete this recall is not yet available. The involved vehicles must be held and cannot be delivered to customers, dealer-traded, released to auction, used for demonstration purposes or put to any other use until a remedy is available to complete the recall.

This message is to inform dealers who have involved vehicles in their inventory that they can now apply for the used vehicle Working Capital Assistance Program ("WCAP") for noncompliance recall N192218960. This program is intended to provide support to GM dealers for eligible used GM vehicles being constrained by a stop sale/stop delivery order in situations where a recall remedy is not available. Please review GM GlobalConnect Message GCUS-9-7345 dated February 21, 2019 for current program terms and guidelines.

Before proceeding with the application process described below, dealers must verify vehicle eligibility based on the program terms and guidelines that were provided in GM GlobalConnect Message GCUS-9-7345 dated February 21, 2019. Applications submitted on ineligible vehicles are subject to chargeback of any incentives paid to the dealer under the WCAP. Because compensation and tracking require visibility into dealers' inventory, dealers must also have agreed to

a Dealer Data Share agreement with GM in order to receive any compensation under this program.

To apply for the WCAP for noncompliance recall N192218960, dealers must access the GM Global Warranty Management (GWM) system and submit a “ZSET” warranty transaction using the labor code provided below for each eligible vehicle. This zero-dollar special transaction type is the dealer’s application for compensation and constitutes a representation from the dealer that the vehicle is eligible for WCAP assistance.

Note: Acceptance of the warranty transaction does not ensure vehicle eligibility or guarantee the provision of any assistance as defined by program terms and guidelines.

Labor Code	Description	Labor Time	Trans Code
9800026	Working Capital Assistance for Noncompliance Recall N192218960	N/A	ZSET

To be eligible for the WCAP, a vehicle must be in dealer inventory at the time the related field action bulletin is released. If a vehicle has been delivered, wholesaled or otherwise disposed of prior to release of the bulletin, the vehicle is not eligible for assistance. Additionally, recalled vehicles taken in on trade may be eligible for assistance if the dealer immediately reports the vehicle in used vehicle inventory via its Dealer Management System (DMS) and makes application through the GWM system.

To ensure that GM is receiving daily inventory information, which is necessary to process payments and make eligibility determinations under the WCAP, the dealer’s vehicles must be properly identified in the dealership’s DMS. A daily feed of this information is provided to GM through the Dealer Data Share (DDS) agreement.

Beginning with the 1st quarter of 2019, all WCAP payments will be facilitated through the Global Warranty Management (GWM) system. For each eligible vehicle, a qualifying dealer will submit for WCAP vehicle enrollment with a “ZSET” transaction type and for reimbursement with a “ZFAT” transaction type both through the GWM system. If approved, a WCAP credit for that vehicle will be issued to the dealer’s “open account” similar to any other warranty credit. WCAP submission instructions and the required labor code will also be provided in the appropriate field action bulletin. Each WCAP transaction being credited will be clearly identified on the dealer’s daily credit memo.

In order to receive payment, a dealer must have timely reported the vehicle in used vehicle inventory, retained the vehicle until the related field action bulletin is released, and properly applied for the WCAP payment. The vehicle must also be otherwise eligible under WCAP rules and guidelines.

GM reserves the right to amend, modify, terminate, or cancel this program at any time in its sole discretion.

END OF MESSAGE
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