

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5229  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 21, 2019

Subject: Stop Delivery Order for Upcoming Safety Recall N192283991  
High Pressure Fuel Pump Leak

Models: 2020 Cadillac Escalade, Escalade ESV  
2020 Chevrolet Camaro, Silverado 1500, Suburban, Tahoe  
2020 GMC Sierra 1500, Yukon, Yukon XL

To: All General Motors Dealers

**STOP DELIVERY ORDER**

Effective immediately, stop the delivery of certain 2020 model year Cadillac Escalade and Escalade ESV; Chevrolet Camaro, Silverado 1500, Suburban, and Tahoe; and GMC Sierra 1500, Yukon, and Yukon XL vehicles in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these vehicles. The GM recall number is N192283991. Some of the vehicles involved in this recall were placed on stop delivery November 14, 2019 under GM reference number N192283990 and are now moved to N192283991.

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 defect is remedied.

The supplier of fuel pumps for these vehicles may have failed to install a component that regulates pressure within the pump. This can result in over pressurization leading to a crack in certain welds in the pump. If the welds crack, fuel could leak from the pump. Owners may notice a fuel odor or fuel spilled on the ground. If leaked fuel encounters a potential ignition source, a fire could occur.

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 November 21, 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 Safety 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 a 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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