

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5371
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 3, 2020

Subject: Stop Delivery Order for Upcoming Safety Recall N202303150
Chassis Wiring Harness May Contact Leaf Spring Bracket

Models: 2018-2020 Chevrolet 6500XD Low Cab Forward

To: All General Motors Medium Duty Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2018-2020 Chevrolet 6500XD Low Cab Forward Medium Duty vehicles.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory) 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.

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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