

GM CUSTOMER CARE AND AFTERSALES
DCS3787
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 28, 2015

Subject: Stop Delivery Order for Upcoming Safety Recall 15780

Models: 2016 Buick Enclave
2016 Chevrolet Traverse
2016 GMC Acadia

To: All Buick, Chevrolet, and GMC Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2016 model year Buick Enclave, Chevrolet Traverse, and GMC Acadia 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 15780.

NOTICE: 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.

CONDITION: In these vehicles, the windshield wiper motor may contain a manufacturing defect that causes the motor to overheat when in use. In some cases, the motor cover may melt, smoke or catch fire.

REQUIRED ACTION: Until further instructions are received, involved vehicles that are in dealer new or used vehicle inventory must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration or any other purpose.

INVOLVED VEHICLES: All involved vehicles will be updated in Investigate Vehicle History (IVH) screen in the Global Warranty Management system in the near future. Please note the "N/A" under Release Date and the "Incomplete – Remedy Not Yet Available" message under Status. This means release of the recall bulletin is still pending and dealers should not attempt to perform any repairs at this time. However, a list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. Dealers are to also check IVH to determine the involvement of vehicles in dealer used vehicle inventory.

RELEASE OF BULLETIN: We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity of parts becomes available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE
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