

Upcoming Safety Recall 13136

Q&A for safety recall of certain 2012-2013 Buick LaCrosse and Regal and 2013 Chevrolet Malibu Eco models with eAssist.

Q1. How was this issue discovered?

A1. GM became aware in fall 2012 of several cases of overheated circuit boards. We initiated a Service Update to screen and repair unsold vehicles

Q2. So why are you now recalling the vehicles?

A2. Following a trunk fire that GM learned about in March, a further review of reported incidents was conducted and a recall determination was made.

Q3. How many incidents have occurred?

A3. GM is aware of at least 82 reports of overheated circuit boards – ranging from a Malfunction Indicator Light to smoke and overheating of the generator control module.

Q4. Who is responsible for the circuit board failures?

A4. The responsibility belongs to GM.

Q5. Are other countries involved?

A5. There were 483 vehicles sold in Canada.

Q6. What is the repair for this?

A6. Screening will determine if the generator control module needs to be replaced, which would be done at no cost to the customer.

Q7. Are the recalled vehicles safe to drive?

A7. Yes

Q8. What should I do if a malfunction light illuminates?

A8. Contact your Chevrolet or Buick dealer to schedule a service appointment for screening.

Q9. How long does the screening take?

A9. About three hours, depending on how busy your dealership is.

Q10. If my vehicle has to be repaired, how long will it take?

A10. Between two and half and three hours depending how busy your dealership is.

Q11. Will courtesy transportation be offered during testing and/or repair?

A11. Courtesy transportation is provided if your vehicle is under its factory warranty.

Q12. When will I be notified?

A12. Affected owners will receive a letter from General Motors shortly.