



Recall Bulletin

F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Rim Size Missing on Certification Label

MODELS: 2015 Buick Encore
2015 Chevrolet Trax

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 under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery March 23, 2015. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

CONDITION

General Motors has decided that certain 2015 model year Buick Encore and Chevrolet Trax vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard (FMVSS) 110. F/CMVSS 110 requires that each vehicle contain a driver's side placard or label identifying, among other information, tire size, rim size and tire pressure designations. While the labels affixed to the Buick Encore and Chevrolet Trax vehicles manufactured at GM Korea's Bupyeong plant between August 22, 2014 and February 13, 2015 were marked with tire size and pressure designations, as well as the rim size for the spare, the labels do not contain rim size information for the front or rear wheels. Because the labels do not contain this information, there exists a risk that a customer may not know the rim size appropriate for use on his/her vehicle.

CORRECTION

Dealers are to obtain an ultra fine tip black "Sharpie"® permanent marker (or equivalent). Neatly and legibly, write-in the rim dimensions on the certification label following the instructions below.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PART INFORMATION

No parts are required to complete this recall however, the technician will need a “Sharpie”® Ultra Fine Point Black Permanent Marker or equivalent.

SERVICE PROCEDURE

Note: This procedure should only be performed on sold units prior to delivery. Do not perform this write-in information procedure on all affected unsold units. General Motors is working quickly to provide labels with the missing information pre-printed on them. When available, these overlay labels will supersede this write-in correction.

1. Locate Vehicle Certification Label on the lower section of the Driver Side B-Pillar.



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2. Locate the blank RIM column on the label.
3. Clean the label (if required) and allow the surface to dry.
4. Using the chart below, locate the correct front (FRT) and rear (RR) wheel dimensions for the vehicle model you are working on.

	Buick Encore	Chevrolet Trax	Buick Encore (Canada)
	RIM	RIM	RIM (JANTE)
FRT	18x7.0J	16x6.5J	18x7.0J
RR	18x7.0J	16x6.5J	18x7.0J

5. Using a “Sharpie”® (or equivalent) Ultra Fine Point Black Permanent Marker write the vehicle RIM size as clearly and legibly as possible on the label as shown in the photograph.

Note: If the information written-in is not judged to be legible, the writing may be removed by briskly rubbing the label surface with Isopropyl Alcohol.

6. Allow time for the ink to dry before any contact with the label surface.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9101386	Write-In Rim Size on Certification Label	0.2

CUSTOMER NOTIFICATION

General Motors will notify customers of this recall on their vehicle.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.

DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealer's possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

