



Bulletin No.: 15166B  
Date: April 2015

# Recall Bulletin

## F/CMVSS NONCOMPLIANCE RECALL

**SUBJECT:** Rim Size Missing on Certification Label

**MODELS:** 2015 Buick Encore  
2015 Chevrolet Trax

**This bulletin is being revised to discontinue the write-in repair for the vehicle certification label. Overlay labels to update the wheel dimensions are now available for order. All affected vehicles must receive an overlay label even if the information was previously “written-in” per the instructions in bulletin 15166A. Please discard all copies of bulletin 15166A.**

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 order and apply an overlay label to correct the rim dimension information on the vehicle certification label following the instructions below. All affected vehicles must receive an overlay label even if the information was previously “written-in” per the instructions in bulletin 15166A.

**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*****USA:***

Parts required to complete this recall are to be ordered online, through the DWD E-Store. Please log in and order the appropriate SKU number label(s) using the chart below.

***Canada:***

In Canada, please contact the Warranty Call Centre (WCC) at 1-888-222-5546 to order required overlay label(s). The SKU number for the Canadian version of the label is listed in the chart below.

	<b>Buick Encore (Canada)</b>	<b>Buick Encore (US)</b>	<b>Chevrolet Trax LS / LT</b>
	RIM (JANTE)	RIM	RIM
FRT	18x7.0J	18x7.0J	16x6.5J
RR	18x7.0J	18x7.0J	16x6.5J
SKU#	42410003	42410002	42410004

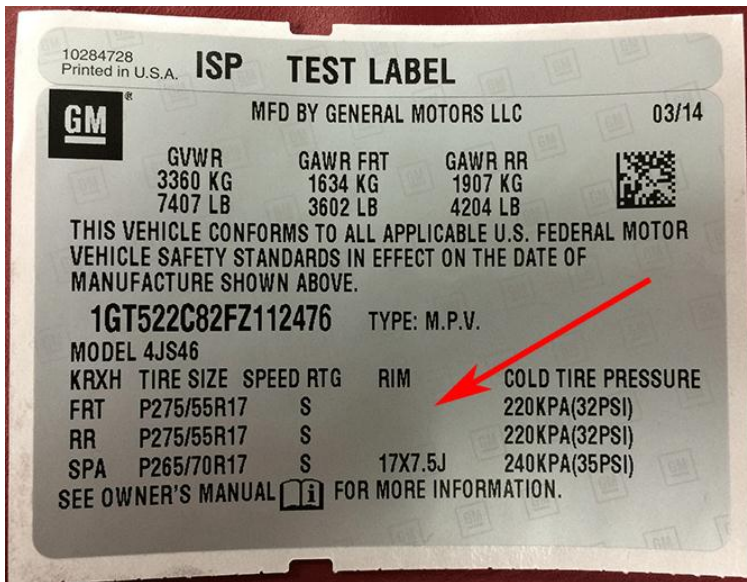
**SERVICE PROCEDURE**

1. Open the driver's door.



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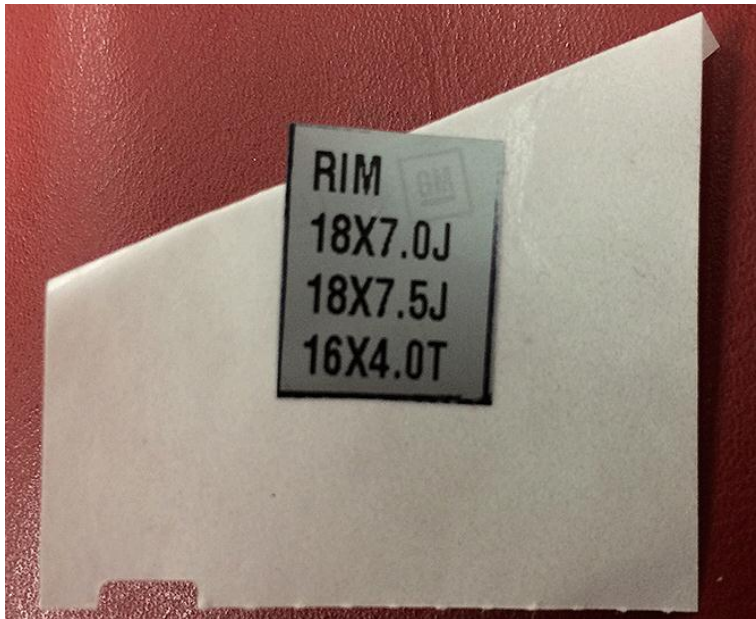
2. Locate the Vehicle Certification Label on the lower section of the driver's door jamb as illustrated above.



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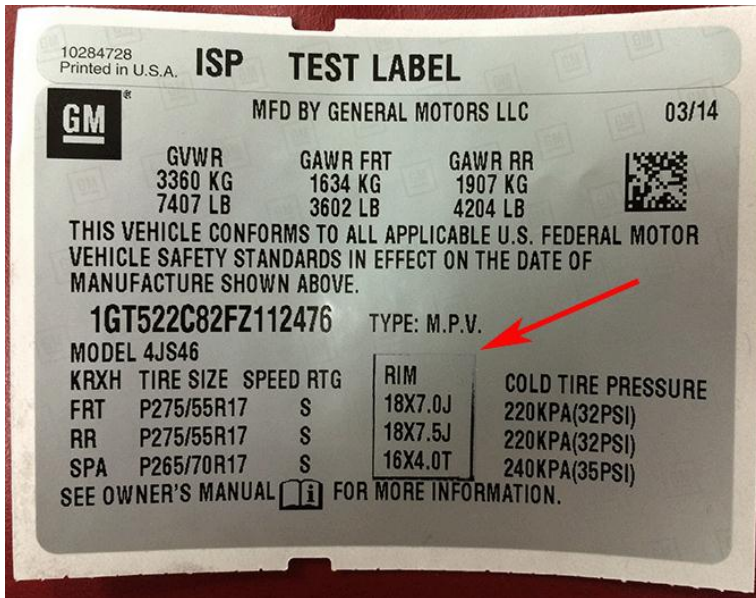
**Note:** Photos are for illustrative purposes only.

3. The original label may be blank under the "RIM" column, or have information hand written in. If the label is hand written, you may remove the writing with isopropyl alcohol (rubbing alcohol) before applying the overlay.
4. The original label must be clean and dry before installing the overlay label.



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5. Locate the overlay label included with these instructions. Remove the label from the backing by folding the backing paper as shown above.



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6. Apply the overlay label in the location shown above. Assure the label is properly positioned before allowing contact with the original label. The adhesive used is very aggressive and will not allow repositioning once the label is applied.
7. Close the driver's door.

**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
9101502	Apply Rim Size Overlay to Certification Label	0.2

## CUSTOMER NOTIFICATION

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

## 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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.



April 2015

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

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, "§571.110 Tire selection and rims and motor home/recreation vehicle trailer load carrying capacity information for motor vehicles with a GVWR of 4,536 kilograms (10,000 pounds) or less" requiring that each vehicle contain a driver's side placard or label identifying, among other information, tire size, rim size and tire pressure designations. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## **I M P O R T A N T**

- Your vehicle is involved in GM recall <Recall>.
- Install the enclosed label or schedule an appointment.
- This service will be performed for you at **no charge**.

### **Why is your vehicle being recalled?**

The labels affixed to 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, but 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, increasing the risk of a crash.

### **What will we do?**

The Vehicle Certification overlay label for your vehicle is enclosed. To reduce your inconvenience, you can install the label easily by following the enclosed instructions. If you desire, however, you may take the label to your dealer for installation. This service will be performed for you at **no charge**.

### **What should you do?**

If you would like your dealer to install the label, you should contact your <DIV\_DLR> dealer to arrange a service appointment as soon as possible. Bring the label with you when you visit your dealer.

### **Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 15V162.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

GM Recall #15166

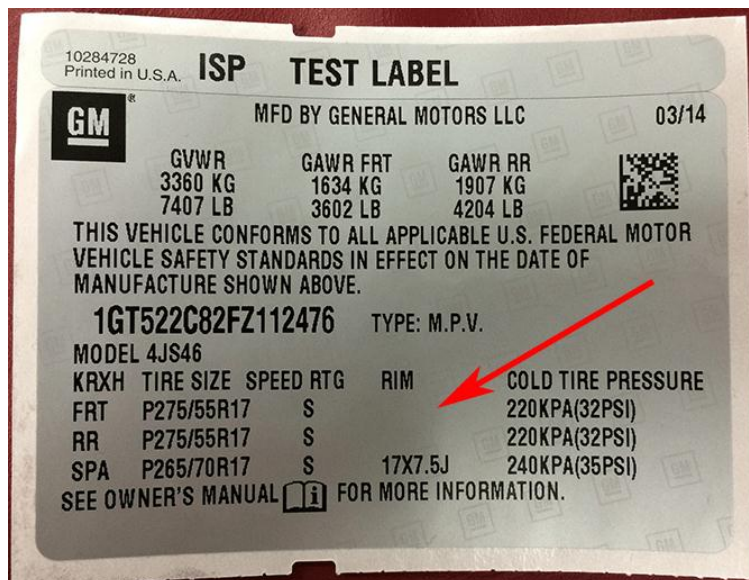
## Vehicle Certification Label Installation Instructions

1. Open the driver's door.



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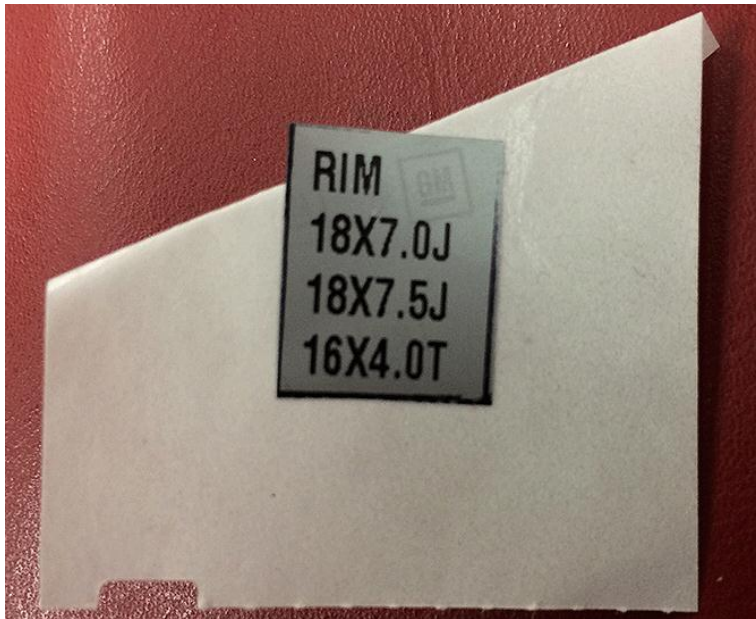
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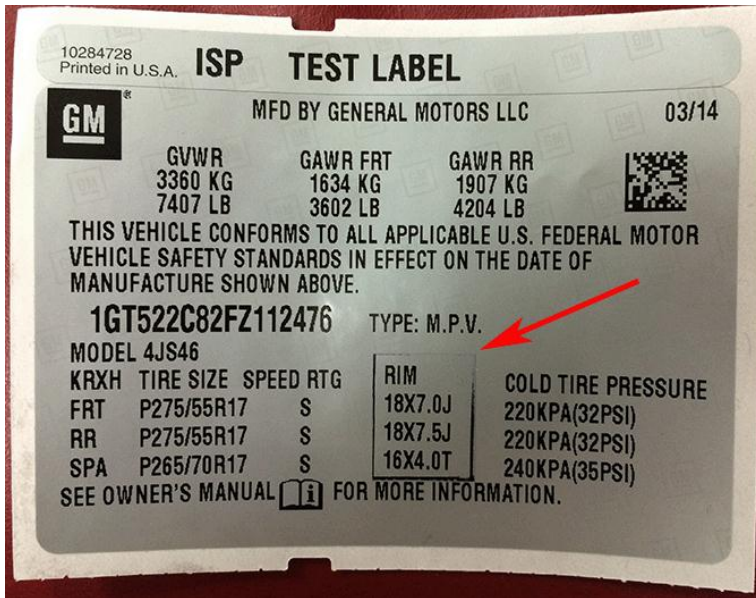
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