

F/CMVSS Noncompliance Recall

56340 Tire and Certification Label Incorrect



Reference Number: N162056340
GWM Number: 2056340
Revision Description: Bulletin 56340 has been revised to include the customer notification letter and update the condition paragraph. Please discard all previous copies of bulletin 56340.

Release Date: August 2016
Revision: 01

Attention: 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.

Some VINs involved in this recall were previously involved in Noncompliance Recall 53501. All VINs were transferred into Noncompliance Recall 56340 and 53501 will close afterward. Even if 53501 was already completed, you **MUST** complete 56340, which includes an additional label.

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.

The service procedure in this bulletin (install a label) can be performed quickly and easily. To reduce the inconvenience to the customer, please have this recall performed on the vehicle immediately, if possible, so that the customer does not have to leave their vehicle at the facility.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Envision	2016	2017		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that certain 2016-2017 model year Buick Envision vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard (FMVSS/CMVSS) No. 110, "Tire Selection and Rims for Motor Vehicles." The maximum combined weight of occupants and cargo for these vehicles may be incorrectly specified on the vehicles' Tire and Loading Information labels. If the owner follows the information on the Tire and Loading Information label, the vehicle may be overloaded, increasing the risk of a crash. In addition, the label required by 49 CFR Part 567 and Canada MSVR, "Certification," incorrectly specifies the Gross Vehicle Weight Rating (GVWR) and Gross Axle Weight Ratings (GAWR). The correct maximum combined weight of occupants and cargo for these vehicles is 432 kg. or 952 lbs.
Correction	Dealers will inspect labels and apply an overlay to the Certification label and, if necessary, the Tire and Loading Information label with the correct values.

Parts

Quantity	Part Name	Part No.
1	Certification Label Overlay	NC#56340
1	Tire and Loading Information Label Overlay	NC#53501
1	Sharpie Industrial Permanent Ink Marker 13601	Obtain Locally

Parts Pre-Ship Information – For USA & Canada

Labels required for this repair are being provided to dealers at no charge, and will be shipped the week of July 18th, 2016. **These labels are not to be ordered through GM Customer Care and Aftersales.**

USA:

Additional labels, if needed, are to be obtained from the GM 1Store through the GM GlobalConnect site. Be sure to request the appropriate label part number shown in the parts table above.

Canada:

Additional labels, if needed, 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 # 56340 or #53501.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102274	Inspect the Certification and Tire and Loading Information Labels	0.2	ZFAT	
	Add: Install Certification Overlay Label	0.1	ZFAT	
	Add: Install Tire and Loading Information Overlay Label	0.1	ZFAT	*

* The amount identified in "Net Item" should represent the actual cost of the Sharpie Industrial Permanent Ink marker 13601 needed to perform the required repairs, not to exceed \$2.00 US/CAD. This amount is limited to a one-time charge per dealer as the marker is reusable to complete all repaired vehicles.

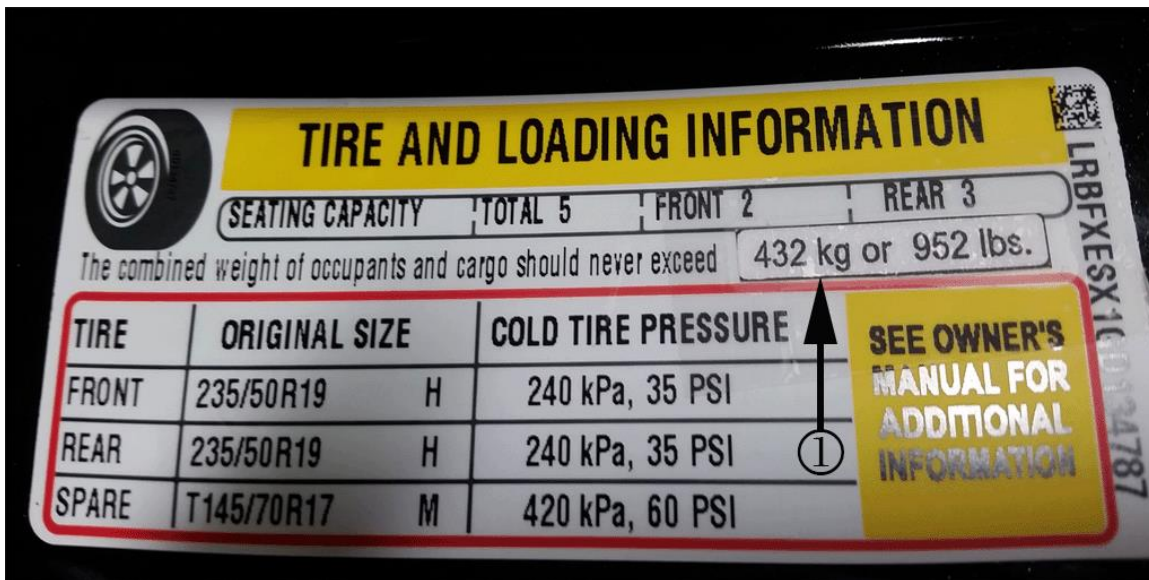
Service Procedure

1. Open the driver door.



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2. Locate and inspect the tire and loading information label (1).

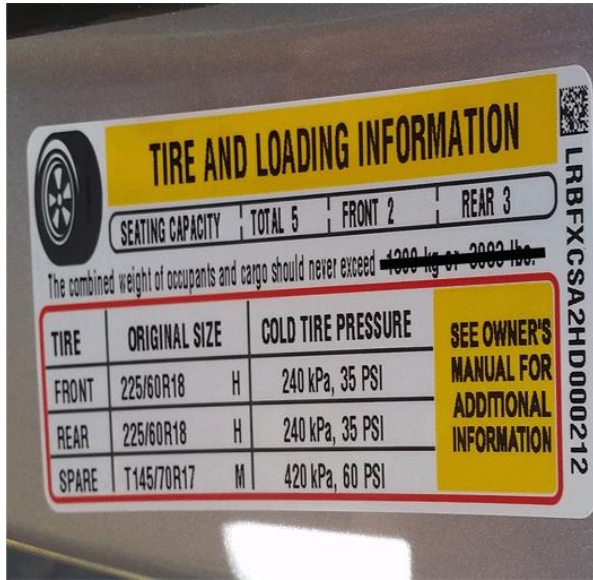
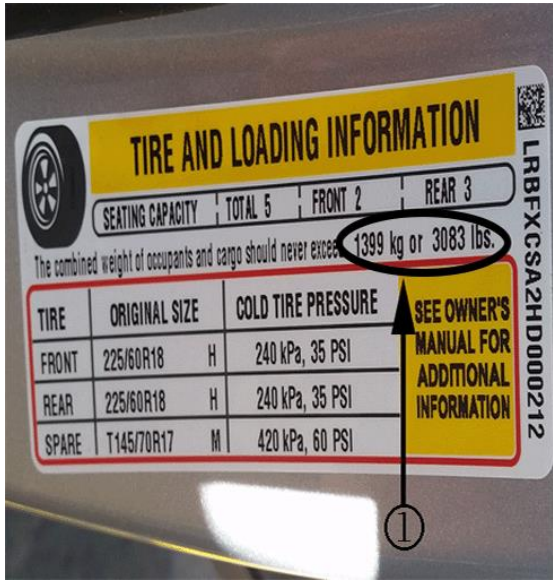


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- If the tire and loading information label has the overlay label (1) applied, or already has the correct label installed (432 kg or 952 lbs) no further action is required for this label. Continue to step 6.
 - If the tire and loading information label has NOT had the overlay label (1) applied, continue to step 3.
3. Clean the tire and loading information label with isopropyl alcohol (rubbing alcohol) and a clean shop towel.

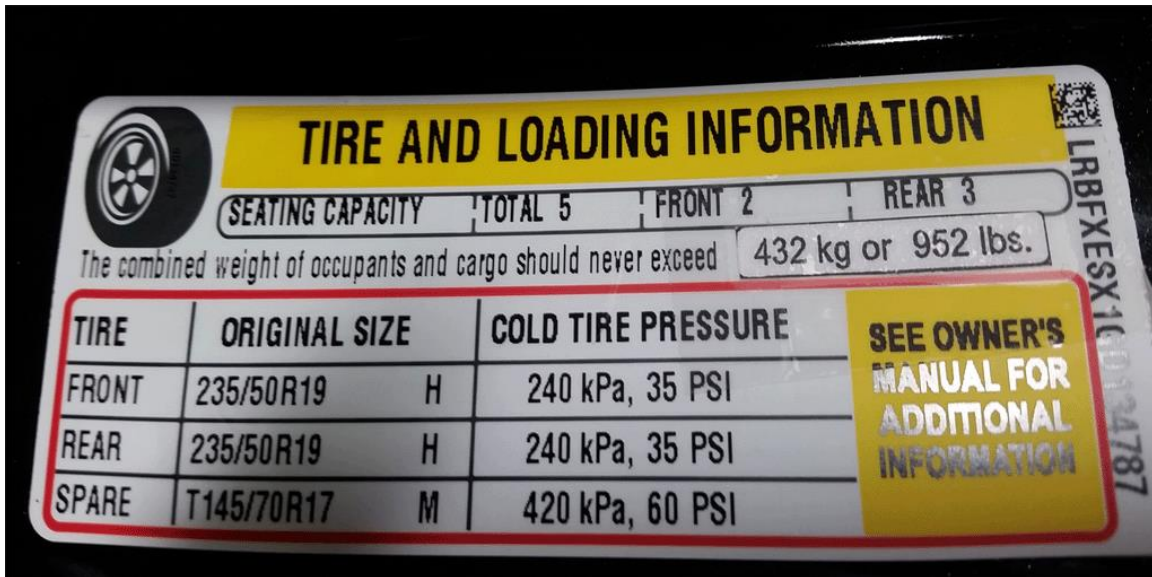
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- Perform a single strikethrough of the incorrect weight values (1) with a Sharpie Industrial Permanent Ink marker 13601.



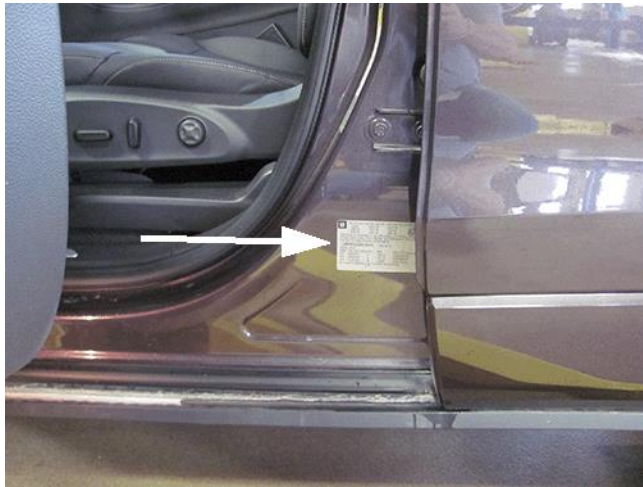
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Note: The original label must be clean and dry before installing the overlay label.

- Install the overlay label over top of the incorrect weight values as shown above. Assure the label is properly positioned before allowing contact with the original label. The overlay label should be installed between the black and red horizontal lines, after the word “exceed”. Do NOT cover the VIN on the right side of the label.

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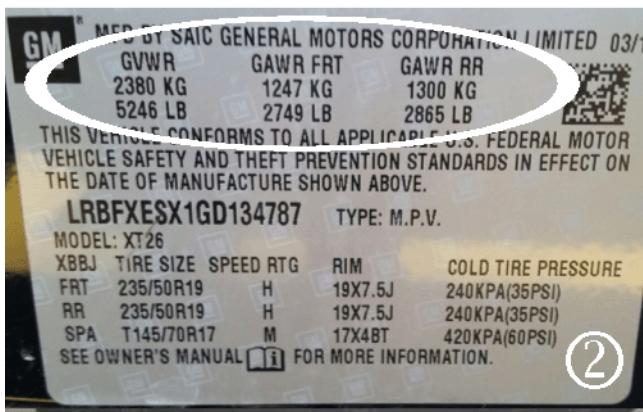
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6. Locate and inspect the Certification Information label (includes GVWR and GAWR information).



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7. Incorrect label information shown (1).

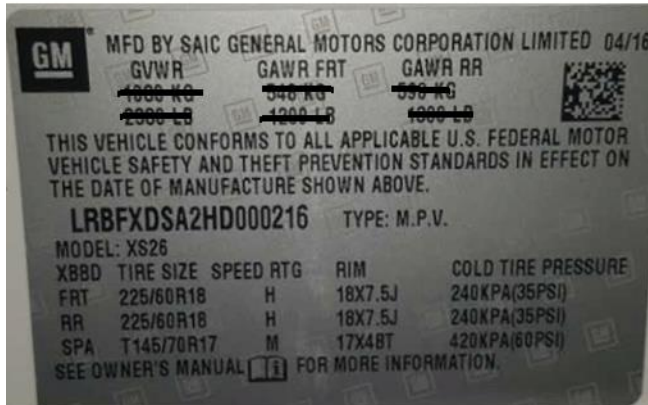


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8. Correct label information shown (2).
 - If the correct certification label has been applied (2), no further action is required.
 - If the certification label has NOT been updated (1), continue to step 9.
9. Clean the certification label with isopropyl alcohol (rubbing alcohol) and a clean shop towel.

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10. Perform strikethroughs of the incorrect values as shown with a Sharpie Industrial Permanent Ink marker 13601.

Note: The original label must be clean and dry before installing the overlay label.

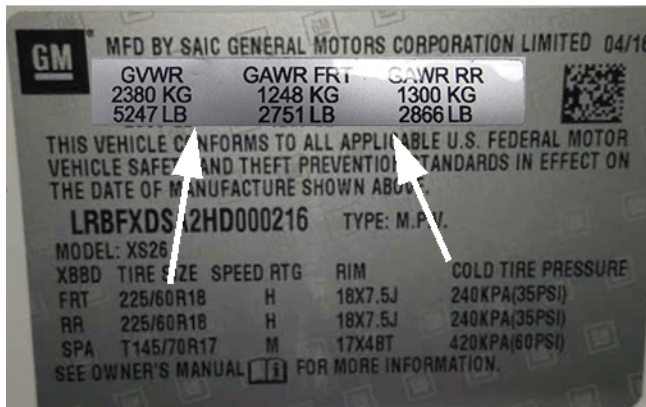


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Note: US overlay label shown. Canada label similar.

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Note: Be sure not to cover any other information on the label besides the GVWR and GAWR weight specifications. The Canada label is similar. Align the overlay label with the left edge of the certification label underneath the GM logo making sure not to cover any other information besides GVWR and GAWR weight specifications.

11. Install the overlay label over top of the incorrect weight values as shown above. Assure the label is properly positioned before allowing contact with the original label. The overlay label should be installed as shown above. Canada label similar.
12. Close the driver door.
13. CALIFORNIA VEHICLES ONLY: Complete a "Proof of Correction" certificate and provide to the vehicle owner upon recall completion.

Dealer Responsibility – For USA & Export (USA 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.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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

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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.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

Customer Notification

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

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



IMPORTANT SAFETY RECALL

August 2016

This notice applies to your vehicle, VIN: _____

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 2016-2017 model year Buick Envision vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 110, "Tire Selection and Rims for Motor Vehicles." In addition, these vehicles also fail to conform to 49 CFR Part 567, "Certification." 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.

IMPORTANT

- Your vehicle is involved in GM safety recall 56340.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The maximum combined weight of occupants and cargo for your vehicle may be incorrectly specified on the vehicles' Tire and Loading Information label. If the owner follows the information on the Tire and Loading Information label, the vehicle may be overloaded, increasing the risk of a crash.

In addition, the Certification label incorrectly specifies the Gross Vehicle Weight Rating (GVWR) and Gross Axle Weight Ratings (GAWR). The correct maximum combined weight of occupants and cargo for your vehicle is 432 kg or 952 lb.

What will we do?

Your GM dealer will inspect labels and apply an overlay to the Certification label and, if necessary, the Tire and Loading Information label, with the correct values. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 25 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

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
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 16V516.

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

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Global Vehicle Safety

GM Recall 56340