

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5623
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 21, 2020

Subject: A202307262 - Safety Recall
Loss of Brake Assist

Models: 2020-2021 Buick Encore GX
2020 Cadillac XT4

To: All General Motors Dealers

General Motors is releasing Safety Recall A202307262 today. The total number of U.S. vehicles involved is approximately 1,683. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery September 24, 2020 under field action # A202307260. Once the service procedure contained in A202307262 has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Customer Letter Mailing

The customer letter mailing will begin on January 04, 2021.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 22, 2020 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
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