

Reference Number: GCUS-3-3060

A232424320 - Safety Recall - Intermittent Instrument Panel Blackout

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6708

URGENT - DISTRIBUTE IMMEDIATELY

Date: November 6, 2023

Subject: A232424320 - Safety Recall

Intermittent Instrument Panel Blackout

Models: 2024 Buick Encore GX

2024 Buick Envista

2024 Chevrolet Trax

Equipped with Infotainment Virtual Cockpit System (RPO IVA)

To: All General Motors Dealers

General Motors is releasing Safety Recall A232424320 today. The total number of U.S. vehicles involved is approximately 58,781. Please see the attached bulletin for details.

Frequently Asked Questions Document (FAQs)

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

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated November 6, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS