



IMPORTANT SAFETY RECALL

December 2023

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 a defect, which relates to motor vehicle safety, exists in certain 2024 model year Buick Encore GX and Envista, and Chevrolet Trax vehicles. As a result, GM is conducting a safety 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 recall A232424320.
- A software update is available for your vehicle that may be able to be performed remotely with wireless over-the-air (OTA) technology. You may have already completed this update. If you have not completed the update, follow the in-vehicle radio prompts or schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

General Motors has decided to conduct a safety recall for certain 2024 Buick Encore GX and Envista and Chevrolet Trax vehicles. The Virtual Cockpit Unit Module (VCU) in these vehicles may contain software that can cause the instrument panel display to intermittently blackout at vehicle startup or while driving. If the instrument panel display blacks out while driving, it may cause unnecessary diversion of the driver's attention, or fail to show critical information, such as vehicle speed and warning lights, increasing the risk of a crash.

What will we do?

Your GM dealer will update the software in the vehicles' Virtual Cockpit Unit Module (VCU) to correct the condition. Owners who have accepted the applicable terms and conditions may have already received the update with wireless OTA technology and will not have to bring their vehicle to a dealership. GM began prompting owners through the vehicle's radio screen on November 6, 2023. Any owner having received this update through OTA technology will not have to bring their vehicle to a dealership. Alternatively, owners may schedule to have the updates performed at a GM dealer. This service will be performed for you at **no charge**.

What should you do?

A software update is available for your vehicle. The software update can be performed remotely using wireless OTA technology. If the update has completed, no further action is required. You may have already completed this update. You are able to verify that the update is complete using the steps below.

1. Open "Settings" from the radio home screen.
2. Tap on "Updates".
3. Tap on "Previous Updates".
4. Verify A232424320 is listed. If yes, no further action is required.

You are notified that the update is available by in-vehicle prompts from the radio display or you can schedule an appointment with your GM dealer.

The OTA software downloads in the background and does not require any interaction. Once the software download is complete, you are asked to accept the software installation. Follow the in-vehicle prompts or, if equipped, the mobile app prompts.

If you have not received the update or if you decline the update, contact your GM dealer to arrange a service appointment as soon as possible.

If you need to bring your vehicle to the dealer, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 45 minutes.

Do you have questions?

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

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	711 / 1-800-833-2438
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 23V744.

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

Regina A. Carto
Vice President
Global Product Safety and Systems

GM Recall: A232424320