

Safety Recall

A232424320 Intermittent Instrument Panel Blackout



Release Date: November 2023

Revision: 01

Revision Description: This bulletin is being revised to include a copy of the customer notification letter. Please discard all previous copies of A232424320.

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.

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.

Involved vehicles will be repaired either through dealer repairs as described in this bulletin or through over the air (OTA) programming. Dealers can and should perform the procedure in this bulletin on any vehicle with an "open" status on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management system. Due to the fact that vehicles will be closed in IVH through successful OTA programming, dealers should always check the status in IVH before performing any vehicle repairs.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Encore GX	2024	2024	IVA	INFOTAINMENT-VIRTUAL COCKPIT SYS - ENTRY
Buick	Envista				
Chevrolet	Trax				

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 to conduct a safety recall for certain 2024 model year 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, increasing the risk of a crash.
Correction	General Motors will update the software in the vehicles' Virtual Cockpit Unit Module (VCU) to correct the condition. Vehicles that received updated software through GM's previously launched service update bulletin are not included in this recall.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106887*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9106888*	Radio Reprogramming with SPS (includes USB)	0.6		

Important: * To avoid warranty transaction rejections, carefully read and follow the instructions below:

Labour Time [\[Top\]](#)

Labour Operation Code:

Additional labour op code information:

SPS Warranty Claim Code:

6125814

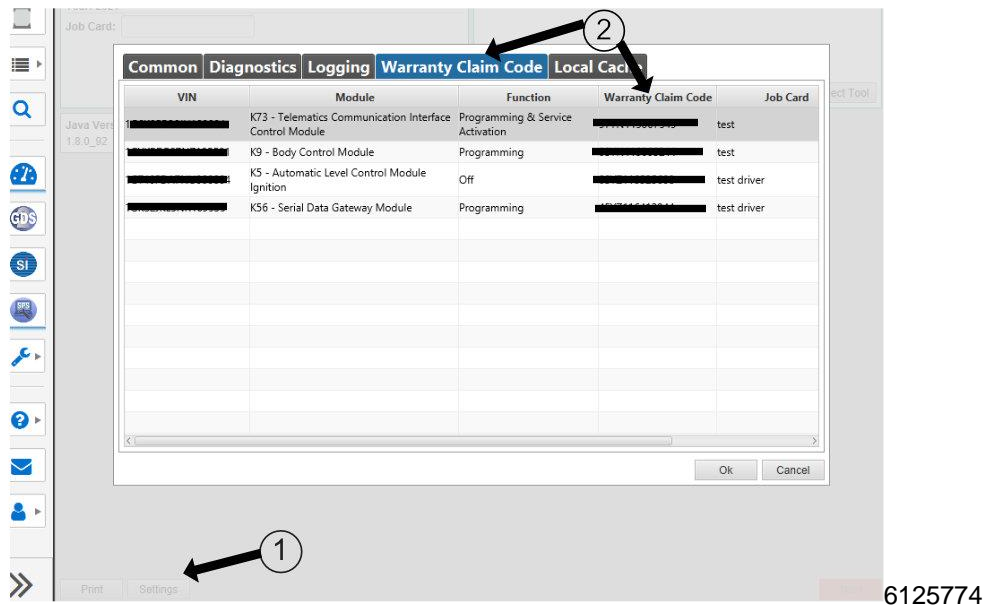
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- The Warranty Claim Code from the programming event must be accurately entered in the “Warranty Claim Code” field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the “Correction” field on the job card. Dealers must also enter one of the codes in the “Warranty Claim Code” field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

Warranty Claim Code Information Retrieval



If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Service Procedure

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Please verify that the radio time and date are set correctly before inserting USB drive into vehicle for programming, otherwise an error will result.

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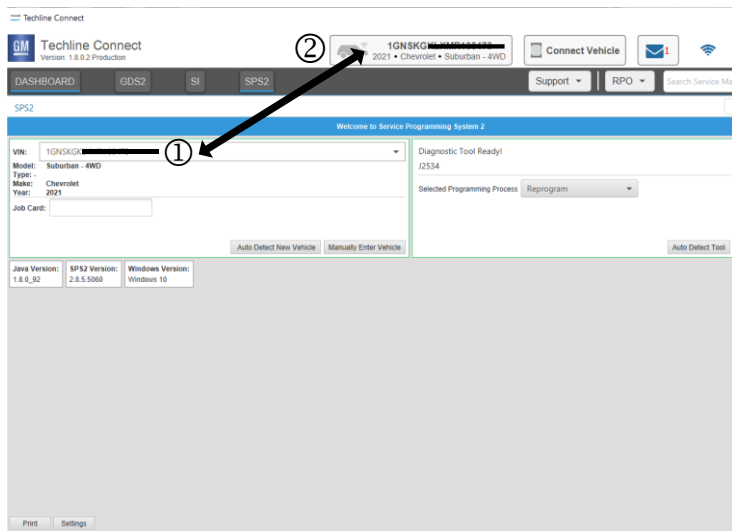


- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

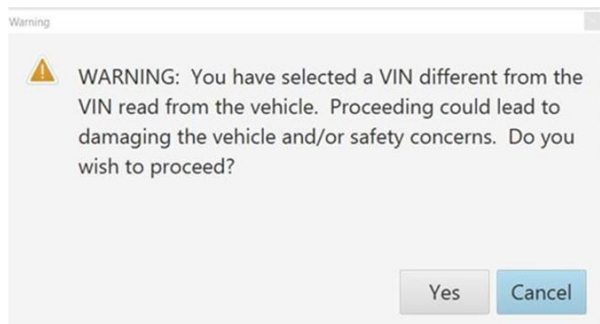
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.

Caution: Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.



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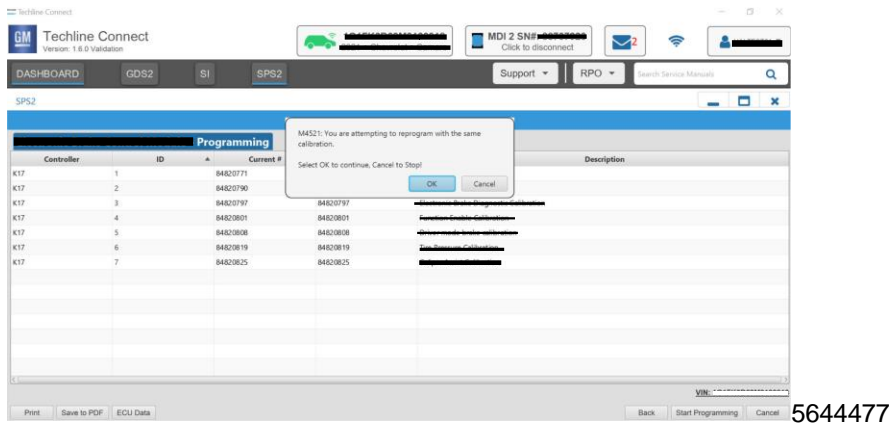
Important: If the vehicle VIN DOES NOT match, the message below will be shown.



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Important: Techline Connect screens shown above.

Important: If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

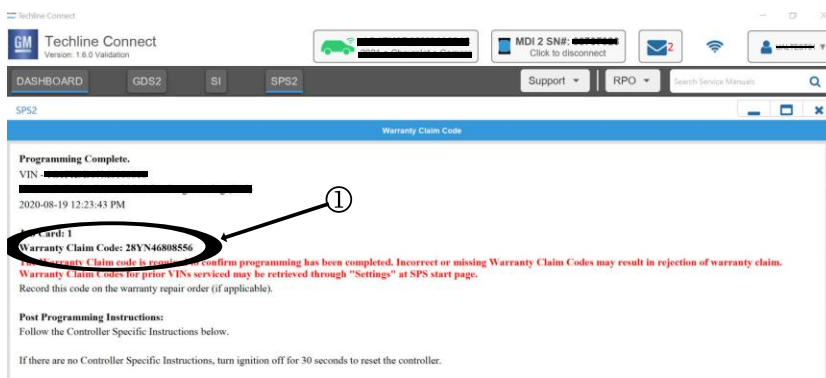
Note: The vehicle must remain in PARK and the driver's door closed during the programming procedure.

1. Reprogram the radio. On the SPS Supported Controllers screen, select A11 Radio – USB Copy/ USB File Transfer. Refer to *A11 Radio: Programming and Setup* in SI.
2. Reprogram the radio. On the SPS Supported Controllers screen, select A11 Radio – Programming and then follow the on-screen instructions. Refer to *A11 Radio: Programming and Setup* in SI.

Note: The Radio will not allow the installation of the same software version via USB. If the same software is detected the installation process will not start.

Note: Once the update is initiated, there is no need to monitor the progress.

3. Clear DTCs.



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Note: The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

4. Record SPS Warranty Claim Code on job card for warranty transaction submission.

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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 Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this recall must be held and inspected/repared 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 Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation 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. 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 you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open recall and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses 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 may be a violation of law in several states.

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 for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

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**

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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.

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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

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