

Frequently Asked Questions (FAQs) for Safety Recall A232424320 Intermittent Instrument Panel Blackout

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety Recall identified above.

Q1) Which vehicles are involved?

A1) General Motors has decided to conduct a safety recall for certain 2024 model year Buick Encore GX and Envista and Chevrolet Trax vehicles.

Q2) What is the issue or condition?

A2) 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.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) None

Q4) What is the remedy/repair?

A4) General Motors will update the software in the vehicles' Virtual Cockpit Unit Module (VCU) to correct the condition. Owners who have accepted applicable terms and conditions will have the opportunity to accept these software changes using wireless over-the-air (OTA) technology without having to bring their vehicle to a dealership. Alternatively, owners may schedule to have the updates performed at a GM dealer.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) 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.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at **no cost** to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, please see the attached bulletin for details.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://experience.gm.com/ownercenter/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.