

May 2013

Dear General Motors Customer:

We have learned that your 2013 model year Buick Encore may be missing the rear blocking clips on the driver's seat. Without these clips, the seat may travel rearward beyond its intended design.

Your satisfaction with your Buick Encore is very important to us, so we are announcing a program to correct this condition.

**What We Will Do:** Your GM dealer will inspect for the presence of the blocking clips. If they are missing, your dealer will install them. This service will be performed for you at **no charge**.

Since the inspection procedure can be performed easily, and to reduce your inconvenience, we have included the inspection procedure with this letter. If you desire, however, your dealer will perform the inspection at **no charge**.

If you perform the inspection and both of the blocking clips are present, please complete the enclosed prepaid response form and return it to us in the mail.

If either of the blocking clips are missing, please contact your dealer as soon as possible and schedule an appointment to have the clips installed. Again, this will be at **no charge** to you.

**What You Should Do:** If you would like your dealer to perform the inspection, or if you have performed the inspection and a clip is missing, you should contact your dealer to arrange a service appointment as soon as possible.

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.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on Courtesy Transportation.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Buick Encore provides you many miles of enjoyable driving.

Jim Moloney  
General Director,  
Customer and Relationship Services

**IMPORTANT NOTE WHEN PRINTING THIS FORM:** If the form prints out on two pages, make certain you fax both pages so the WPC receives the needed information. Missing information will delay or prevent the part from being shipped.

**Part Request Form — Warranty Parts Center**

**Use this form ONLY for U.S. & Canada Dealers. Export markets & Mexico Dealers must contact their regional Technical Assistance Center for assistance.**

**To:** Warranty Parts Center  
**Email:** warrantypartscenterusa@gm.com  
**or WPC Fax:** 248-371-0192  
**Attn:** Joe Mitosinka

Part Being Requested: **WPC 714 – Blocking Clip Kit**

Dealer BAC:

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

**IMPORTANT:** If you do not receive the part within 2 business days after emailing or faxing your part request to the Warranty Parts Center, please call Customer Assistance at 248-371-9901/9902.

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