



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Driver's Seat Rear Blocking Clips May Be Missing

MODELS: 2013 Buick Encore
Equipped with Driver's 6-Way Power Seat (AG9) and without Memory Seat Feature (AAG)

The inspection procedure contained in this bulletin can be performed quickly and easily. To reduce the inconvenience to the customer, when a customer brings their vehicle into the dealership for this program, if at all possible, have the inspection portion of the service procedure performed on the vehicle immediately.

CONDITION

Certain 2013 model year Buick Encore vehicles that are equipped with a driver's 6-way power seat (AG9) and without the memory seat feature (AAG) may be missing the rear blocking clips on the driver's seat. Without these clips, the seat may travel rearward beyond its intended design.

CORRECTION

Dealers are to inspect for the presence of the blocking clips, and install them if they are missing.

Because this inspection can easily be performed by the customer, and to reduce their inconvenience, an inspection procedure will be mailed to customers. However, if the customer desires, they are being instructed to contact their dealer for the inspection.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

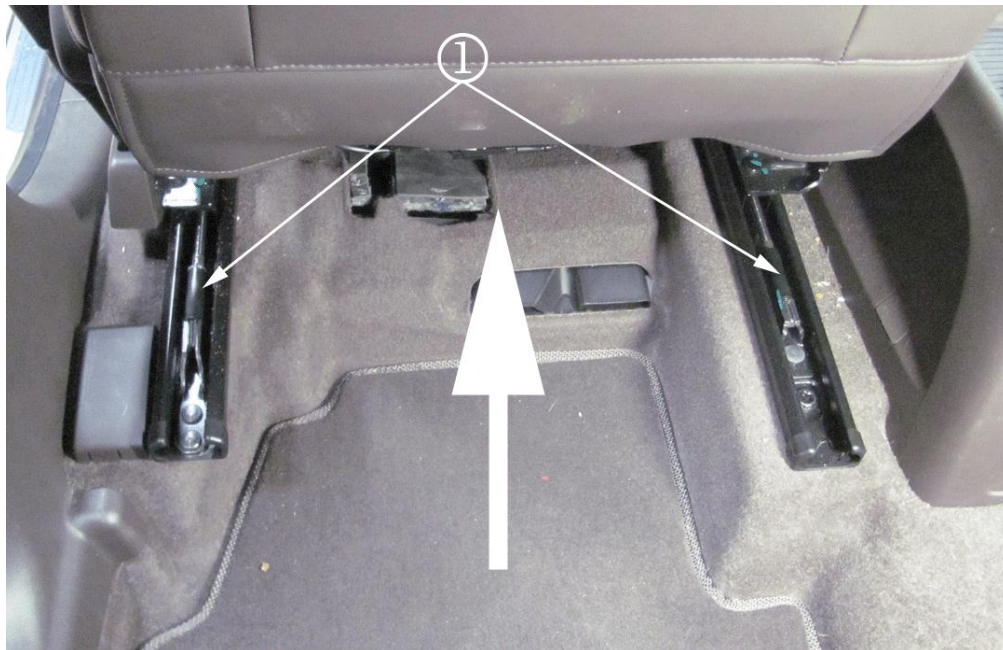
PART INFORMATION

Blocking Clip Kits will be shipped from the Warranty Parts Center (WPC) at no charge via UPS 2-Day Delivery – Attention: Parts Manager, to dealers with involved vehicles beginning Thursday, April 25, 2013. All dealers who have involved vehicles should have the clips no later than Tuesday, April 30, 2013 (U.S.) or the week of May 6, 2013 (Canada).

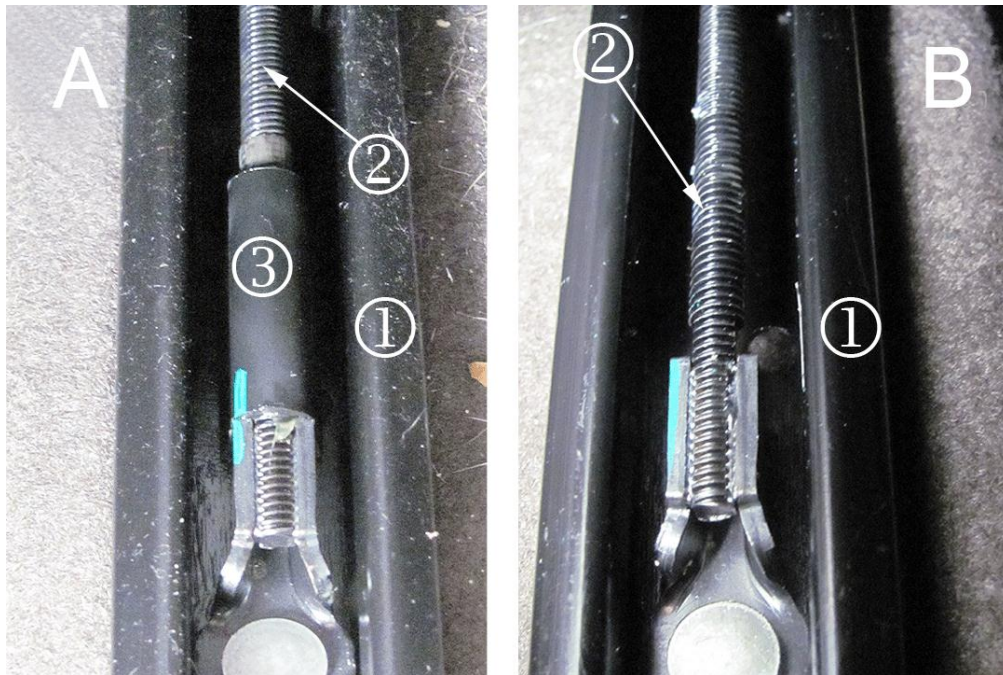
Blocking Clip Kits needed for dealer-trades are to be obtained by faxing a request form to the WPC. The form and instructions can be found at the back of this bulletin.

Part Number	Description	Quantity/Vehicle
WPC 714	Blocking Clip Kit (contains 2 clips)	1 (if req'd)

SERVICE PROCEDURE

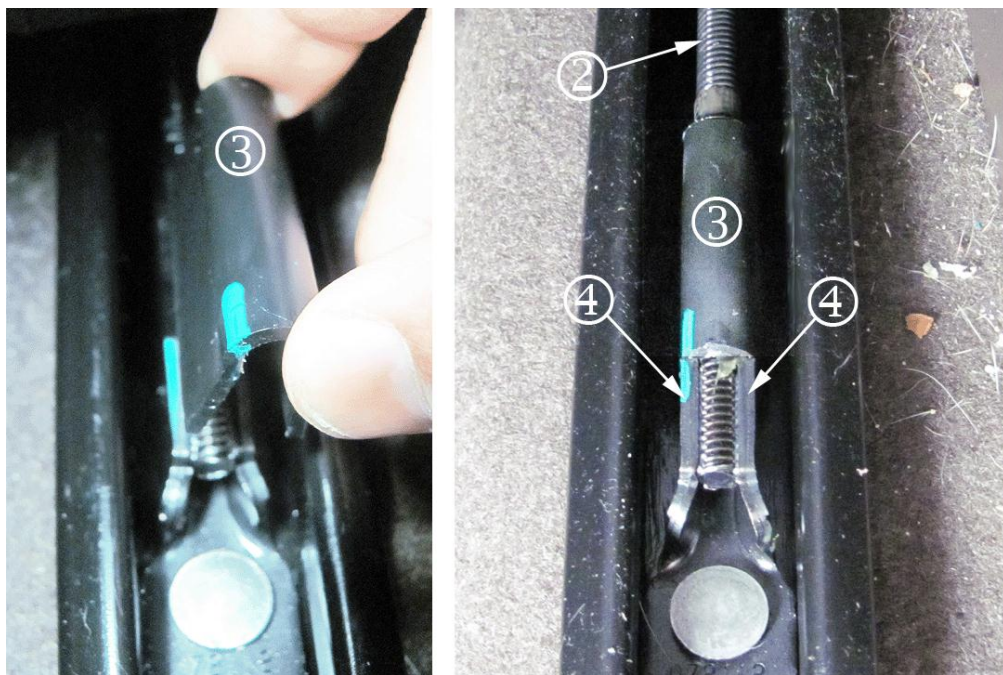


1. Adjust the driver seat to the full forward position.



There should be about a 50.8 mm (2 in) section of the adjuster screw threads (2) that are NOT visible. A seat travel restriction feature called a blocking clip (3) should be installed. The “A” portion of the photograph shows the blocking clip (3) installed. The blocking clip is missing in the “B” portion of the photograph.

2. Examine the rear portion of the inboard and outboard seat tracks (1) to determine if the blocking clips (3) are installed.
 - If the blocking clips (3) are installed, proceed to step 4. No further action is required.
 - If the blocking clips (3) are NOT installed, proceed to step 3.



3. Install a blocking clip (3) over the rear section of the adjuster screw threads (2) as shown in the photograph. The rear side of the blocking clip (3) must be installed flush to the front end of the adjuster screw housing (4).

4. Adjust the front driver seat to a desired position.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
V2836	Inspect & Install Rear Seat Blocking Clips, If Necessary	0.2

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program 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 involved vehicle 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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program 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 program enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



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.

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.

GM CUSTOMER CARE AND AFTERSALES
DCS2953
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 25, 2013

Subject: 13109 - Customer Satisfaction Program
Driver's Seat Rear Blocking Clips May Be Missing

Models: 2013 Buick Encore Equipped with Driver's 6-Way Power Seat (AG9)
and without Memory Seat Feature (AAG)

To: All Buick Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

General Motors is announcing Customer Satisfaction Program 13109 today. The total number of U.S. vehicles involved is approximately 4,400. Please see the attached bulletin for details.

The blocking clip kits required for this program are being shipped to involved dealers beginning April 25, 2013. All dealers who have involved vehicles should have the clips no later than Tuesday, April 30, 2013.

Customer Letter Mailing

The customer letter mailing will occur by the end of May.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated April 26, 2013. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES