



# Recall Bulletin



## PRODUCT EMISSION RECALL

**SUBJECT:** Incorrect Heated Oxygen Sensor Installed

**MODELS:** 2013 Buick Encore  
Equipped with 1.4L Engine (LUV)

### CONDITION

General Motors has decided to conduct a Voluntary Emission Recall involving **certain** 2013 model year Buick Encore vehicles, equipped with a 1.4L engine (LUV). These vehicles were built with an incorrect heated oxygen sensor. This may affect emissions or driveability over the long term.

### CORRECTION

Dealers are to replace the heated oxygen sensor.

### 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 US and Canadian dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

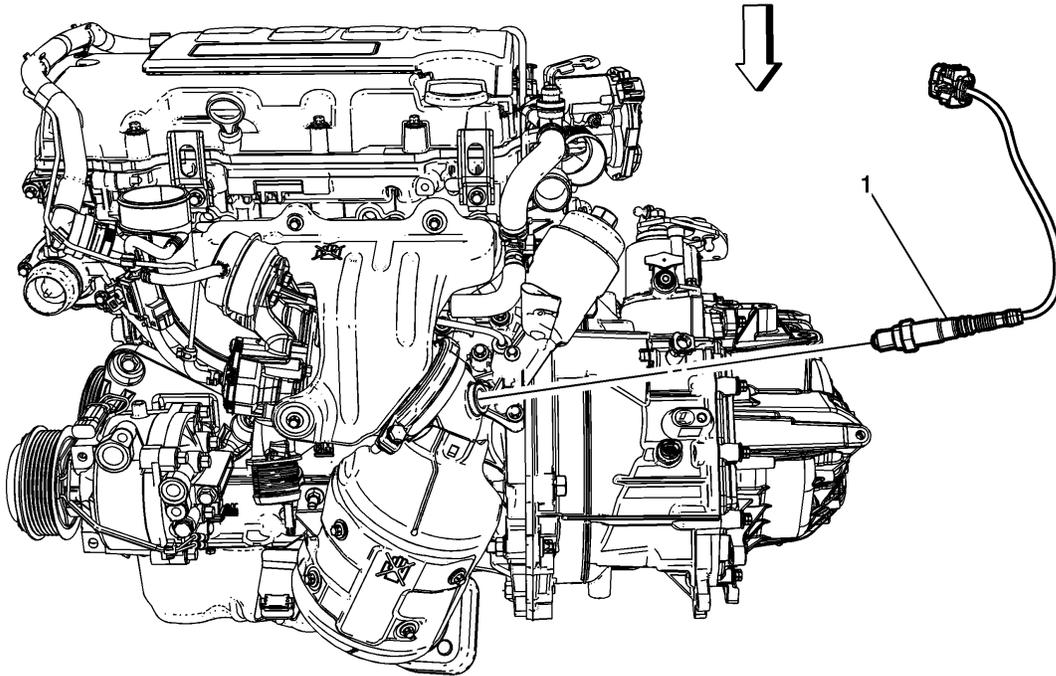
The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are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

## PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
55572993	SENSOR, HTD OXY (POSN 1)	1

## SERVICE PROCEDURE



2790543

1. Remove the heated oxygen sensor. Refer to *Heated Oxygen Sensor Replacement --- Sensor 1* in SI.
2. Install a new heated oxygen sensor. Refer to *Heated Oxygen Sensor Replacement --- Sensor 1* in SI.
3. CALIFORNIA, CONNECTICUT, MARYLAND, MASSACHUSETTS, MAINE, OREGON, VERMONT, & WASHINGTON vehicles only: Install a Recall Identification Label. Also, for California vehicles complete a “Proof of Correction” certificate upon recall completion

**RECALL IDENTIFICATION LABEL** - California/Connecticut/Maryland/Massachusetts/Maine/  
Oregon/Vermont/Washington Vehicles Only

Place a Recall Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Recall Bulletin. Each label provides a space to include the recall number and the five-digit dealer code of the dealer performing the recall service. This information may be inserted with a ballpoint pen.

Put the Recall Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle.

When installing the Recall Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Recall Identification Labels for US dealers can be obtained from Dealer Support Materials by ordering on the web from DWD Store, [www.gmglobalconnect.com](http://www.gmglobalconnect.com), and then click on the DWD Store link. Request Item Number S-1015 when ordering.



**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.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
9100148	Replace Heated Oxygen Sensor	0.4

**CUSTOMER NOTIFICATION**

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

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance. The vehicle may fail a state or local emission inspection test if the recall work is not completed.

## DEALER RECALL RESPONSIBILITY

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

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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. 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, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

**\*\*\*THE FOLLOWING 2 PARAGRAPHS ARE NOT FOR CANADA OR EXPORT\*\*\***

When a California emissions recall is completed by a GM dealer, the dealer must provide the vehicle owner a "Proof of Correction Certificate" which the owner may need to present to the California Department Of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration.

Additional Certificates can be obtained, at no charge, from Dealer Support Materials by ordering on the web from the DWD Store, [www.gmdealerworld.com](http://www.gmdealerworld.com), and then click on the DWD Store link; request GM Item Number 1825 when ordering.



October 2013

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

**Reason For This Recall:** Certain 2013 model year vehicles, equipped with a 1.4L engine, were built with an incorrect heated oxygen sensor. An incorrect heated oxygen sensor may affect emissions or driveability over the long term.

**What Will Be Done:** Your GM dealer will replace the heated oxygen sensor. This service will be performed for you at **no charge**.

**What You Should Do:** Please contact your GM dealer as soon as possible to arrange a service date and to assure parts availability. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Guam	65-6267-1752	
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.

**Emission Law Information:** In order to ensure your full protection under the emission warranty made applicable to your vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.

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### **IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS**

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

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We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Jim Moloney  
General Director,  
Customer and Relationship Services

13292

GM CUSTOMER CARE AND AFTERSALES  
DCS3063  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 4, 2013

Subject: 13292 - Emission Recall  
Incorrect Heated Oxygen Sensor Installed

Models: 2013 Buick Encore Equipped with 1.4L Engine (LUV)

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 Emission Recall 13292 today. The total number of U.S. vehicles involved is approximately 900. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on October 16, 2013.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated October 5, 2013. A list of involved vehicles is attached to this message.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available October 11, 2013.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES