



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Steering Wheel Fastener Inspection

MODELS: 2013 Buick Encore

This bulletin is being revised to include vehicles equipped with heated and non-heated steering wheels. Please discard all copies of bulletin 13098.

To limit customer dissatisfaction, dealers are strongly encouraged to perform the inspection and repair at the customer's home or workplace. Additional labor time has been included for this service.

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.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2013 model year Buick Encore vehicles. The steering wheel fastener may not have been properly installed. If it was not installed properly, it could allow the steering wheel to come loose and/or separate from the steering column. If this were to happen while the vehicle was moving, the driver could lose the ability to steer the vehicle, potentially leading to a crash.

CORRECTION

Dealers are to inspect the steering wheel to ensure that the fastener is installed properly.

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 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.

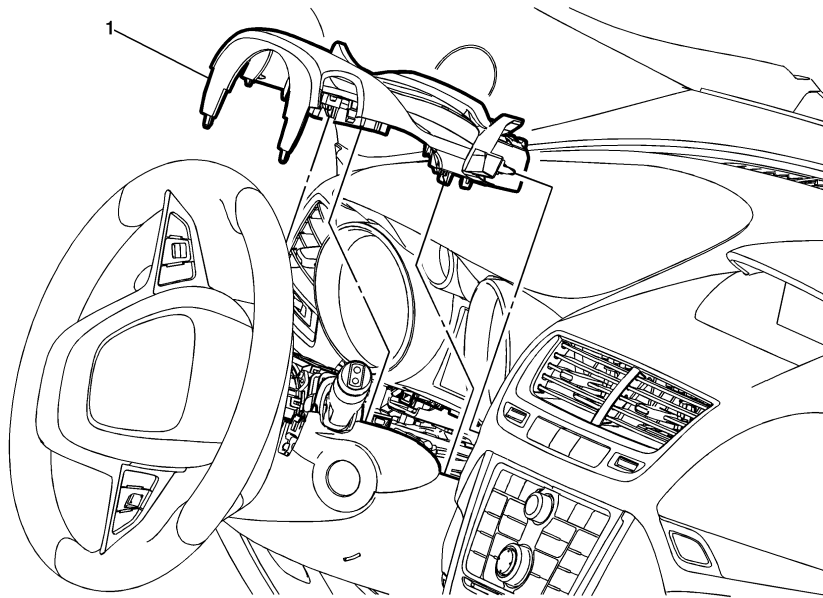
PART INFORMATION

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
11610164	BOLT, STRG WHL	1 (if req'd)

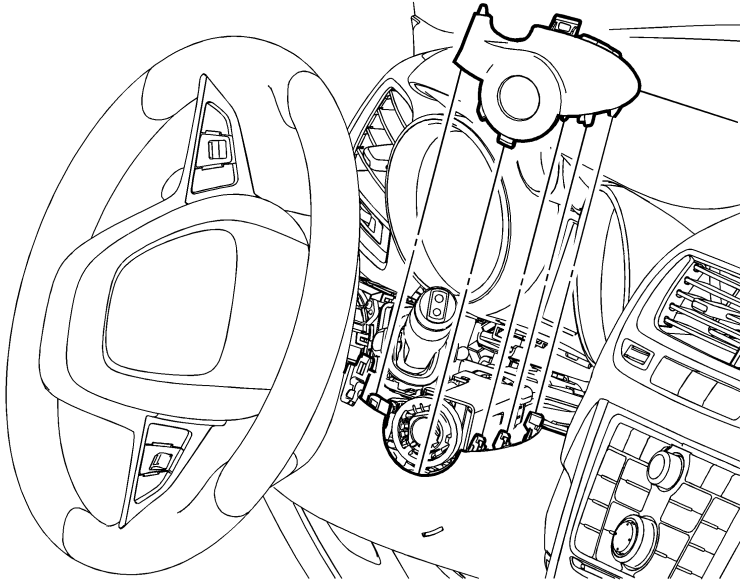
SERVICE PROCEDURE

1. Disable the supplemental inflatable restraint (SIR) system. Refer to *SIR Disabling and Enabling*.



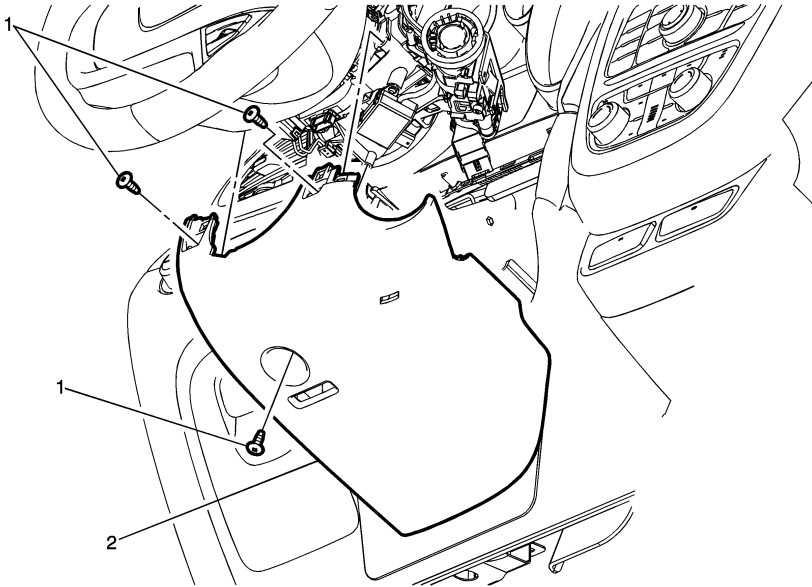
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2. Remove the steering column upper trim cover. Refer to *Steering Column Upper Trim Cover Replacement*.



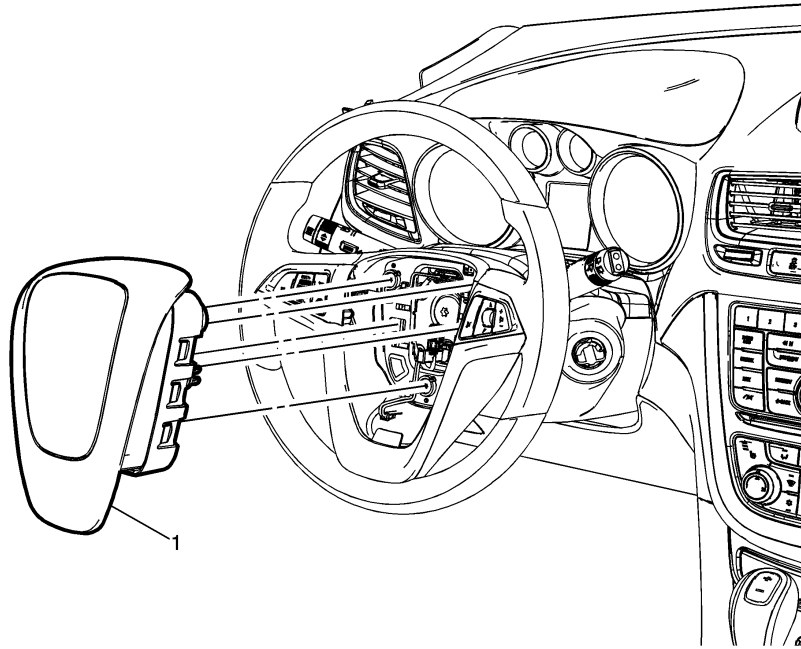
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3. Remove the ignition lock cylinder opening cover. Refer to *Ignition Lock Cylinder Opening Cover Replacement*.



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4. Remove the steering column lower trim cover. Refer to *Steering Column Lower Trim Cover Replacement*.
5. Lower the steering column and move to the maximum rear end position.
6. Turn the steering wheel from straight ahead to 180 degree position.
7. Insert a small screwdriver, or equivalent tool, through the service openings on the rear left and right side of the steering wheel.



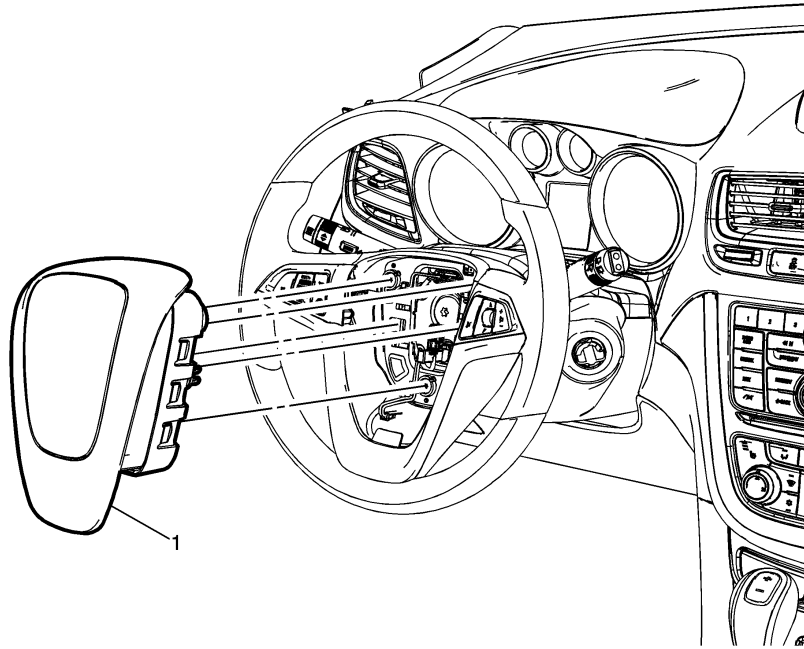
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8. Push the spring fastener in the direction of the steering column to release the steering wheel inflator from the steering wheel.
9. Remove Driver Airbag Module (DAB). DO NOT disconnect the two yellow electrical connectors.



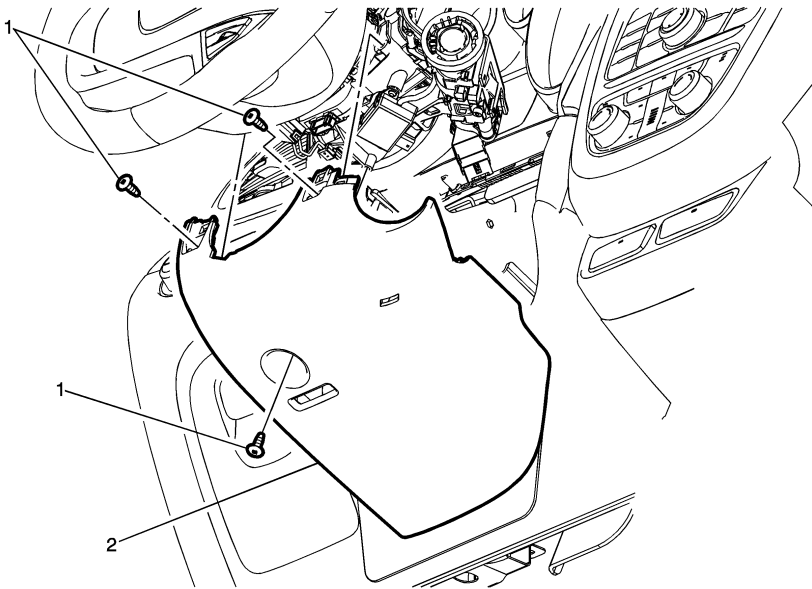
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10. Inspect the hub area of the steering wheel for the attachment bolt (1).
 - If the attachment bolt (1) is NOT present, install a new attachment bolt, P/N 11610164. Tighten the bolt to **30 Nm (23 lb-ft)**. Proceed to Step 11 after installing the new attachment bolt.
 - If the attachment bolt is present, apply a torque of 25 N·m (18 lb-ft) and verify that the bolt does not rotate. If the bolt rotates, remove it and replace it with P/N 11610164. Tighten the bolt to **30 Nm (23 lb-ft)** using a torque wrench.



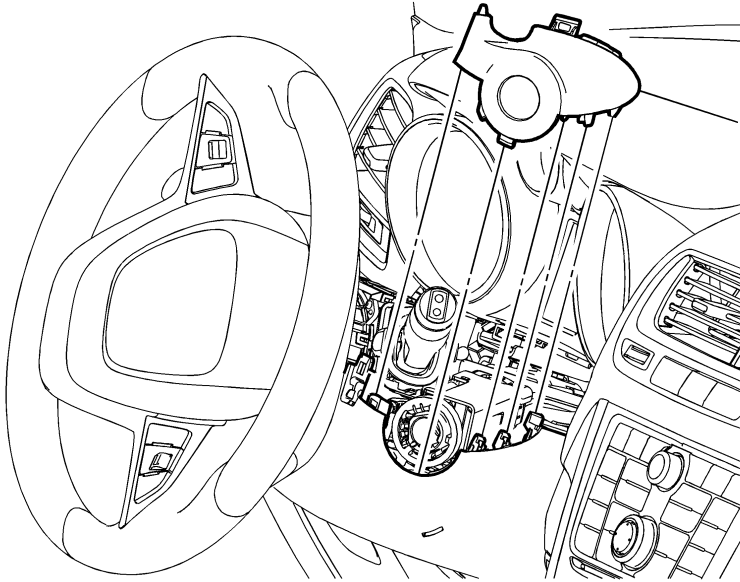
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11. Reinstall DAB by aligning the two attachment pins to the steering wheel square holes.
12. Push the DAB firmly into the steering column in order the engage the fasteners. Ensure yellow connector wires are routed properly and are not pinched.



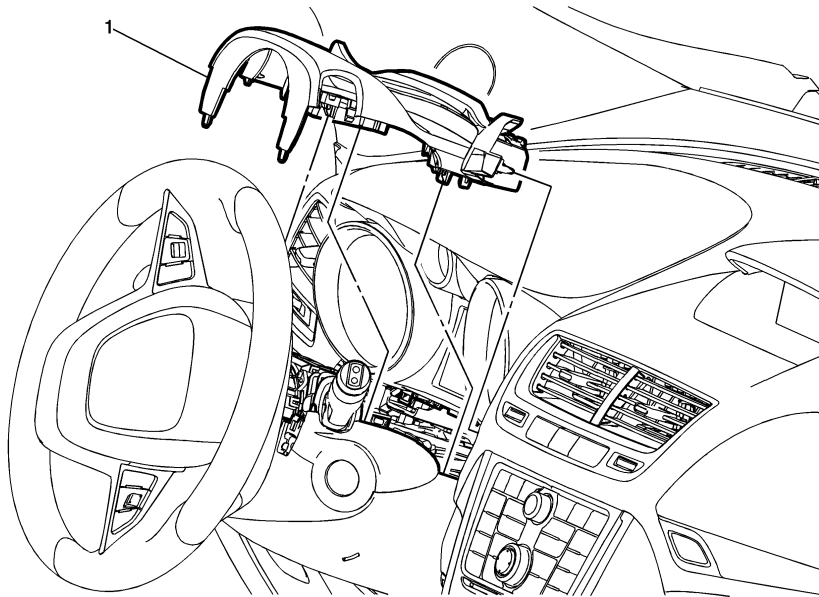
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13. Install the steering column lower trim cover. Refer to *Steering Column Lower Trim Cover Replacement*.



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14. Install ignition lock cylinder opening cover. Refer to *Ignition Lock Cylinder Opening Cover Replacement*.



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15. Install the steering column upper trim cover. Refer to *Steering Column Upper Trim Cover Replacement*.
16. Enable the supplemental inflatable restraint (SIR) system. Refer to *SIR Disabling and Enabling*

COURTESY TRANSPORTATION

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.

Labor Code	Description	Labor Time	Trans Code
V2802	Steering System Inspection and Torque Verification Add: Repair Performed at Customer's Location	0.3 1.0*	ZFAT
V2803	Steering System Inspection & Fastener Replacement - Use this labor code only if a fastener is installed Add: Repair Performed at Customer's Location	0.3 1.0*	ZFAT

* Additional labor time to be submitted only if repair was performed at the customer's home or workplace. Submit in Supplemental Labor Time field.

CUSTOMER NOTIFICATION

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin). General Motors will also attempt to contact customers via telephone.

DEALER RECALL RESPONSIBILITY

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.

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.

