



# Service Bulletin

File in Section: -

Bulletin No.: PI0901B

Date: December, 2014

## PRELIMINARY INFORMATION

**Subject:** Encore New Model Features and Service Guide

**Models:** 2013-2015 Buick Encore

**This PI has been revised to add Model Years. Please discard PI0901A.**

This is a special bulletin to introduce the Buick Encore. The purpose of this bulletin is to make you familiar with the vehicle's features and describe the action your Service Department Personnel will need to take to ensure that your dealership is able to fully service this vehicle.

### About the Vehicle

The Buick Encore will offer several models for the 5-passenger small crossover market: Standard\*, Convenience, Leather and Premium. Visit <http://www.Buick.com/Encore> or [www.Buick.ca](http://www.Buick.ca) and select Encore for full packaging and ordering information.

\* Not Applicable in Canada.

Encore features include:

- 10 standard air bags , (frontal , knee , thorax and Side curtain air bags)
- 1.4L turbo four-cylinder LUV/six-speed automatic powertrain
- Dual-zone automatic climate control
- Rainsense wipers
- Remote vehicle start
- Heated front seats and a heated steering wheel
- Heated, leather-wrapped steering wheel with audio controls
- Forward collision alert and lane departure warning
- Front and rear park assist
- Rear vision camera (Standard on all packages for US - standard on Leather/Premium packages for Canada)
- Buick's voice-activated IntelliLink – which uses Bluetooth or a USB to connect the driver's smartphone, full color seven-inch LCD display radio
- Bose premium sound system
- StabiliTrak electronic stability control
- Four-wheel disc brakes with ABS
- All-wheel-drive system (Available as an option)
- Variable-effort electric power steering system
- The front passenger seat and the rear seat feature a fold-down option
- Blue-accented projector-beam headlamps and detailed taillamps enhance the premium appearance
- 18-inch aluminum wheels
- Ice blue ambient lighting and premium seats
- Nine exterior colors and three interior color combinations will be offered

- Six-way, power-adjustable driver's seat with power lumbar adjustment and driver memory
- Buick QuietTuning features include (treated headliner, high-strength-steel roof panel, Sound-absorbing materials used in the cabin, under the hood and in the wheel house liners. Acoustic-laminated windshield and thicker 5 mm side window glass, Foam baffle insulation at the opening of body structure cavities. Active noise cancellation technology.

Trim Packages offered for US market (in Canada, refer to <a href="http://www.buick.ca">www.buick.ca</a> )	Encore Group	Convenience Group	Leather Group	Premium Group
<b>Standard Equipment</b>	X	X	X	X
<b>Convenience Package</b> EC ISRV/Remote Start/Dual Auto HVAC/120 Volt Outlet/Fog Lights		X	X	X
<b>Leather Package</b> Heated Steering Wheel/Power Passenger Seat/Heated Seats/Leather/Driver Seat Memory			X	X
<b>Premium Package</b> Rainsense Wipers/Premium Bose Audio/Front and Rear Park Assist/FCA=LDW/Cargo Net and Mat				X
<b>Premium Bose Audio (UQA)</b>				X
<b>AWD</b>	OPT	OPT	OPT	OPT
<b>Navigation (UHQ)</b>		OPT	OPT	OPT
<b>18 " Chrome Wheels (RV8)</b>		OPT	OPT	OPT
<b>Sunroof (CF5)</b>		OPT	OPT	OPT

## Engine

The Buick Encore is powered by an efficient, power-dense Ecotec 1.4L turbocharged four-cylinder engine and six-speed automatic transmission. It generates an estimated 138 horsepower.

The 1.4L turbocharger is integrated within the exhaust manifold, for reduced weight and greater packaging flexibility. A reinforced crankshaft and forged connecting rods deliver additional strength to support the engine's pressurized power and torque over a wide rpm band.

Several of the engine's features contribute to the Encore's overall fuel efficiency, including:

- A high-efficiency alternator
- Regulated voltage control
- Electronically controlled returnless fuel system
- Deceleration fuel cut-off

**Note:** The cooling fan may run for up to four minutes after the ignition is turned off on the 1.4L RPO LUV equipped vehicle to allow for additional turbo cooling.

## Transmission

A Hydra-Matic 6T40 six-speed automatic transmission backs the Ecotec 1.4L turbo engine.

The Hydra-Matic 6T40 offers a "steep" first gear and a "tall" overdrive top gear to achieve a wide ratio spread of 6.14:1. This allows the Encore to achieve robust acceleration, as well as fuel efficiency and lower engine noise at highway cruising speeds. A neutral-gear disengagement feature helps enhance smoothness and efficiency.

### Manual Mode

Manual Mode allows the driver to manually select the range of gear positions. This feature can be used to drive the vehicle in a sportier manner or to downshift when driving on a downhill grade to provide engine braking.

1. Move the shift lever to the Manual (M) position.
2. Press the + plus or – minus button on the side of the shift lever to upshift or downshift. The current gear will be displayed on the Driver Information Center. If vehicle speed is too high or too low for the requested gear, the shift will not occur. When coming to a stop, the transmission will downshift automatically.

### Hill Start Assist (HSA)

**Note:** Hill Start Assist will not operate if StabiliTrak is disabled.

When stopped on a hill, the Hill Start Assist feature prevents the vehicle from rolling before driving off. During the transition between when the driver releases the brake pedal and starts to accelerate, HSA holds the brake pressure for two seconds to ensure the vehicle doesn't roll.

## Neutral Idle

The Encore is equipped with a feature called Neutral Idle. This feature saves on fuel by automatically shifting the vehicle into a neutral state when the vehicle comes to a stop and your foot is on the brake. It will then shift back to gear as you release the brake pedal. The customer may experience a different feeling during starts and stops when driving this vehicle compared to other vehicles and may experience a slight roll on an incline.

## Interior Door Handle Unlock Feature

Similar to other Global A electrical architecture vehicles, this vehicle is equipped with an interior door handle unlock feature. With the doors locked, one pull on an interior door handle will unlock the door and a second pull will open the door. Note: The rear doors will not function this way if the Electronic Child Safety Lock is activated.

## Trunk Release

There is no trunk release switch in the cabin of the Encore. To release the trunk use the Key Fob or the electric switch located directly beneath the Buick emblem on the cross car center of the rear deck lid. The key fob is not active if the key is in the ignition.

## Global Diagnostic System (GDS)

The Encore is utilizing GM's Global A electrical architecture. This requires the use of the Global Diagnostic System (GDS) software and the Multi Diagnostic Interface (MDI) module. Training courses 16048.30W-R2, H-R2 (U.S) and courses 16048.27V and 16039.16H (Canada) cover the use of the MDI and GDS for diagnostics.

Dealerships requiring assistance in the process of installing GDS and the MDI should contact the Techline Customer Support Center@1-800-828-6860 (English) or 1-800-503-3222 (French).

## Keys

Due to the uniqueness of the Encore ignition/door lock key, special equipment is required to cut a key. If you do not have the required equipment, a cut/coded key can be ordered through GM CC&A. Refer to the latest version of Corporate Bulletin Number 09-00-89-029 (Key Cutting Procedure for Obtaining Replacement Key) for additional information. The remote control transmitter and the key shank are not serviced separately.

## Remote Keyless Entry Transmitter

### Unlock:

- Press to unlock the driver door. Press again to unlock all doors and liftgate.

### Lock:

- Press to lock all doors and liftgate. The driver door will not lock if open.

**Note:** Open Vehicle Settings in the Configuration menu to change the remote lock and unlock settings.

## Vehicle Locator/Panic Alarm

Press and release to locate your vehicle. The turn signal lamps will flash and the horn will sound.

Press and hold to activate the alarm. The turn signal lamps will flash and the horn will sound until the button is pressed again or the ignition is turned ON.

## Remote Vehicle Start

Press and release the **Lock** button and then press and hold the button to start the engine from outside the vehicle. After entering the vehicle, turn the ignition to the ON position.

- The engine will run for 10 minutes. Repeat these steps for a 10-minute time extension.
- Only two remote starts are allowed between ignition cycles.
- Press and hold the button to cancel a remote start.

## Express Power Windows

All windows have an express-down feature. Fully press the desired window switch for the window to open completely.

The driver window has an express-up feature. Fully pull the driver window switch for the window to close completely.

## Tilt/Telescope Steering Wheel

With the vehicle parked, push down the lever on the left side of the steering column to adjust the steering wheel. The steering wheel can then be moved up or down and in or out. Pull up the lever to lock the steering wheel in place.

## Seat

### Power Driver Seat

**6-Way Seat Adjustment:** Move the horizontal control to move the seat forward or rearward and to tilt, raise or lower the seat.

**Lumbar Adjustment:** Move the vertical control to adjust the lumbar support.

**Seatback Recline Adjustment:** Lift the rear lever to recline or raise the seatback.

## Memory Seat

### Set Memory Positions

1. **Folding Front Passenger Seat** Adjust the driver seat and power outside mirrors to the desired position. Favorite radio stations and climate control settings also can be stored.
2. Press and hold the Memory button and button 1 on the outboard side of the driver seat until a beep sounds.
3. Repeat these steps using button 2 for a second driver.

### Recall Memory Positions

Press and hold button 1 or 2 until the stored position is reached.

**Note:** Open vehicle settings in the Configuration menu to change the seat settings.

### Folding Front Passenger Seat



3269553

1. Lower the head restraint all the way.
2. Move the seat as far back as possible.
3. Lift the lever fully and fold the seatback forward. If necessary, move the safety belt out of the way to access the lever.
4. Continue lowering the seatback until it is completely folded and locks in place.

## Folding Rear Seats



3271148

1. Unbuckle the safety belts and return them to their normal stowed position. Place the seat belt in the hook on the seat back as shown.



3271149





3271152

2. Pull up the rear edge of the seat bottom cushion and tilt it forward.



3271150



3271151

3. Fully lower the headrest.



3271153

4. Press the release button in the upper seatback then fold down the seatback.

# Lighting



3269524

## Exterior Lights

### Instrument Panel Lighting

[Off icon] Off/On

### AUTO Automatic Headlamp System

Activates the Daytime Running Lamps (DRLs) in the daytime and the headlamps and other exterior lamps at night or when necessary.

### Parking Lamps

### Headlamps

### Fog Lamps

Press to turn the fog lamps on or off.

### Instrument Panel Brightness

Rotate and hold the switch to adjust the instrument panel lighting.

## Windshield Wipers and Washer

### Windshield Wipers



3269522



## Rear Wiper and Washer

Press the switch on the end of the lever to operate the rear wiper.

HI — High Speed

LO — Low Speed

## INT Intermittent or Rainsense

Rotate the band to adjust the delay between wipes or the Rainsense system sensitivity. The wipers activate more often as the band is rotated upward.

## Mist Icon

Mist — Single Wipe

## Washer Fluid

Push the lever away from you to spray washer fluid on the rear window

## Cruise Control



3269546

### Setting Cruise Control

1. Press the ON/OFF button. The Cruise Control symbol will illuminate in white on the instrument cluster.
2. When traveling at the desired speed, rotate the switch down to the SET position to set the speed. The symbol will illuminate in green on the instrument cluster.

### Adjusting Cruise Control

**RES/+ Resume/Accelerate** — Toggle the switch up to resume a set speed. When the system is active, toggle the switch up to increase speed.

**SET/- Set/Coast** — When the system is active, toggle the switch down to decrease speed.

**Cancel** — Press to cancel the cruise control but retain the set speed in memory. Pressing the brake pedal also will cancel the cruise control.

Turn off cruise control or the vehicle ignition to erase the cruise control set speed. (See Driving and Operating in your Owner Manual)

## Driver Information Center Controls



3269550

### DIC Controls — Menu

Press to display the Vehicle Information menu (units, tire pressure, remaining oil life, battery voltage) or the Trip/Fuel Information menu (digital speedometer, trip odometers, fuel range, average fuel economy, instantaneous fuel economy, average vehicle speed, time, OnStar Turn-by-Turn guidance navigation)

### DIC Controls — (Arrow Icons)

Rotate the switch to scroll through the items of each menu.

### SET/CLEAR

Press and hold the button on the end of the lever to set or clear a menu item or warning message.

## Infotainment System

The Buick Encore has a NON-TOUCH screen radio.



3269560



3269526

**Note:** Avoid extended searching for specific items or configuring system settings while driving.

### Setting The Time

1. Press the CONFIG button and then turn the TUNE/MENU knob to select Time and Date Settings.
2. Select the desired feature.
3. Turn the TUNE/MENU knob to adjust the highlighted number.
4. Press the TUNE/MENU knob to select the next number.
5. To save and return to the Time and Date Settings menu, press BACK at any time or press the TUNE/MENU knob after adjusting the value.
6. Repeat steps 2–5 for the remaining feature.

### Storing Favorite Stations

Radio stations from all bands (AM, FM or XM♦) can be stored, in any order, on up to six pages of favorites.

1. Tune in the desired radio station.
2. Press and hold one of the six preset screen buttons until a beep is heard.
3. Repeat the steps for each desired station.

### Portable Audio Devices

Accessory power outlets are located in the center console and in the lower center of the instrument panel. A 110V power outlet also is located in the lower center of the instrument panel.

**Note:** Connect an iPod/iPhone USB cord after starting the vehicle for optimum performance.

A USB port is located in the center console storage compartment.

An iPod™, iPhone™, MP3 Player, a USB flash drive or a USB mass storage device can be connected to the USB port. Compatible devices connected to the USB port can be controlled by the audio system. Not all devices may be supported. Use the audio controls and audio steering wheel controls to access various functions.

### Vehicle Personalization

Some vehicle features can be customized using the audio controls and menus. Vehicle Settings menus may include Climate and Air Quality, Comfort and Convenience, Collision/Detection Systems, Exterior Ambient Lighting, Power Door Locks, Remote Lock/Unlock/Start, and Restore Factory Settings.

### Customize Settings

1. Press the CONFIG button.
2. Use the MENU/SELECT knob to open Vehicle Settings.
3. Use the MENU/SELECT knob to highlight and select the desired menus and settings.
4. Press the BACK button to exit each menu.



## Audio Steering Wheel Control



3269549

**Volume** – Press + or – to adjust the volume.

**SRC Source** – Press to select an audio source.

**Next/Previous** – Toggle up or down to go to the next or previous favorite radio station, track, or file.

**Push to Talk** – Press to interact with the audio, OnStar®, Bluetooth or navigation system.

**End Call/Mute** – Press to end or reject an OnStar or a Bluetooth call. Press to mute the vehicle speakers.

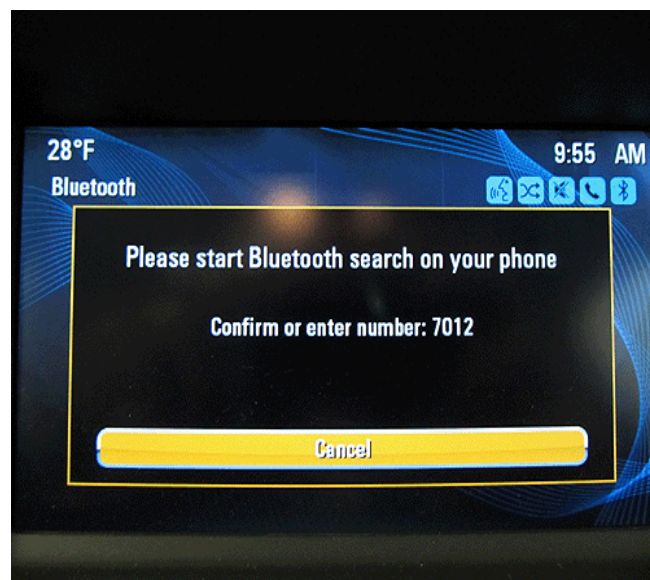
See *Instruments and Controls in your Owner Manual*.

### Bluetooth® System

Before using a Bluetooth-enabled device in the vehicle, it must be paired with the in-vehicle Bluetooth system. Not all devices will support all functions. Bluetooth streaming audio is available with the IntelliLink system. For more information, visit [www.gm.com/bluetooth](http://www.gm.com/bluetooth).

**Notice:** To Canadian Dealers, the link above is a United States website that is presented in English only. Canadian carriers are not listed directly, but when identified, the phone model functions are similar.

### Pair a Phone



3269551

1. To use voice recognition, press the **Push to Talk** button; after the beep, say “Pair phone.” To use the screen buttons, press the **Settings** screen button and then touch **Bluetooth Device List** > **New Device**.
2. Start the pairing process on the phone. Select Your Vehicle on the phone.



3. Enter the four-digit code that appears on the touch screen into the phone or confirm the six-digit code on the phone.
4. If your phone prompts you to accept the connection or phone book download, click “yes” and always allow.

### **Streaming Audio**

With a paired device connected via Bluetooth, select Bluetooth Audio on the home screen to stream audio from the device. Control audio operation using the device controls.

### **IntelliLink**

IntelliLink uses a Bluetooth or USB connection to link a smartphone, cell phone, USB flash drive or portable audio player/iPod™ to the touch screen infotainment display. It offers a variety of entertainment options, including streaming audio from the Internet through a smartphone, and features enhanced hands-free voice control, music information and the ability to play music files from a USB flash drive.

For assistance with Bluetooth pairing, application downloading and installation, mobile device compatibility, and operation of the IntelliLink system, contact Customer Assistance at 1-855-4-SUPPORT (855-478-7767) or visit [www.buick.com/intellilink](http://www.buick.com/intellilink). In Canada, contact Customer Assistance at 1-800-263-3777 or visit [www.gm.ca/gm/english/vehicles/buick/infotainment/](http://www.gm.ca/gm/english/vehicles/buick/infotainment/) (English) and [www.gm.ca/gm/french/vehicles/buick/infotainment](http://www.gm.ca/gm/french/vehicles/buick/infotainment/) (French).

### **Voice Recognition**

Control the music source and make phone calls hands-free (after pairing your Bluetooth-enabled phone) using the enhanced voice recognition system.

1. Press the **Push to Talk** button on the steering wheel.
2. The radio will say “Command please,” followed by a beep.
3. After the beep, say what you want it to do.

**Phone (Using your paired phone):** Example command: “Call Amanda” or “Dial 555-1212”

**Media Music Device Search (when connected to USB only):** Example command: “Play artist [name]” or “Play song “Dance the Night Away””

**Radio Control:** Example command: “Tune FM 104.3” or “Tune XM Classic Vinyl”

### **PANDORA® Internet Radio\***

Listen to personalized radio stations based on favorite artists or genres (a slight delay may occur when loading a song or changing a station).

- Download the Pandora app to your smartphone. Restart the smartphone and sign in to Pandora.
- Create a station on your phone to listen to a customized song list in the vehicle.
- If you like or dislike a song, you can say “Thumbs up” or “Thumbs down” using voice recognition, or touch the Thumbs Up or Thumbs Down screen button.
- Use voice commands to tune your Pandora stations.

\* Pandora Internet Radio is not available in Canada.

### **Stitcher SmartRadio™**

Stream favorite podcasts, radio shows and news to your vehicle.

- Download the Stitcher app to your smartphone. Restart the smartphone and sign in to Stitcher.
- Select a category to listen to.
- If you like the station, touch the Star screen button to add it to your Favorites list.

**Note:** Pandora and Stitcher can be played using the Bluetooth connection. However, the Pandora and Stitcher screen icons and voice commands will be active only when connected to the USB port.

**Optional equipment :** See Infotainment System in your Owner Manual.

### **Ultrasonic Rear Parking Assist**

Ultrasonic sensors in the front and rear bumpers help avoid colliding with objects when parking. Detected objects are indicated by audible beeps, which become more frequent as the vehicle gets closer to an object. When the distance is less than 12 in (30 cm), the beeps are continuous.

To turn the system OFF or ON, press the Parking Assist button on the center of the instrument panel.

**Note:** The system operates only at speeds less than 5 mph (8 km/h). The system may be disabled if dirt, snow or ice builds up on the sensors. Keep the vehicle clean for proper operation.

## Rear Vision Camera (Standard on all Packages for US - Standard on Leather/Premium Packages for Canada)



3269596

When the vehicle is in Reverse, a view of the area behind the vehicle appears on the infotainment screen.

To turn the system OFF or ON, press the CONFIG button on the infotainment system to open the Configure menu and select Display > Rear Camera Options > Camera. A checkmark indicates the system is On.

**Note:** The system may not display a clear image if dirt, snow or ice builds up on the camera lens. Clean the camera, located above the license plate, with water and a soft cloth.

### Lane Departure Warning (Premium Package Only)

When crossing a detected lane marking without using a turn signal, a visual alert is displayed on the instrument panel and audible beeps sound.

To turn the system OFF or ON, press the Lane Departure Warning button on the center of the instrument panel.

### Forward Collision Alert

When approaching a vehicle directly ahead too quickly, a visual alert is displayed on the instrument panel and audible beeps sound.

To turn the system Off or On, press the Lane Departure Warning button on the center of the instrument panel.

### Traction Control and StabiliTrak® Systems

The traction control system limits wheelspin and the StabiliTrak stability control system assists with directional control of the vehicle in difficult driving conditions. Both systems turn on automatically every time the vehicle is started.

#### Turning the System Off/On

- To turn OFF traction control, press the **Traction Control /StabiliTrak Off** button on the center of the instrument panel. The Traction Control Off light will illuminate on the instrument cluster. Turn off traction control if the vehicle is stuck and rocking the vehicle is required.
- To turn OFF both traction control and StabiliTrak, press and hold the button. The Traction Control Off light and StabiliTrak Off light will illuminate on the instrument cluster.

## Cargo Shade

### Remove the Shade



3269535



3269544

1. Unhook the cords from the liftgate and pull the shade out of the rear hinges.
2. Slide the shade along the channels to store it behind the rear seats.

### Install the Shade

1. Insert the shade into the rear hinges.
2. Hook the cords to the liftgate.

### Cargo Floor Storage Compartment

Additional storage space is available under the rear cargo floor cover.

See Storage in your Owner Manual.

### Tire Pressure Monitor

The Low Tire Pressure warning light on the instrument cluster illuminates when a significant reduction in pressure occurs in one or more of the vehicle's tires. The warning light will remain ON until the tire pressure is corrected. The proper tire pressures for the vehicle are listed on the Tire and Loading Information label located below the driver's door latch.

Tire pressure is affected by cold weather and distance driven. If the low tire pressure warning light illuminates when the vehicle is first started and then turns OFF as the vehicle is driven, check for the proper tire pressures.

**Note:** The Tire Pressure Monitor can alert you about low tire pressure, but it doesn't replace normal monthly tire maintenance. It is the driver's responsibility to maintain correct tire pressures.

See Vehicle Care in your Owner Manual.

## Engine Oil Life System

The Oil Life System calculates engine oil life based on vehicle use and displays Change Engine Oil Soon on the Driver Information Center (DIC) when it's necessary to change the engine oil and filter. The system should be reset to 100% only following an oil change.

### Resetting the Oil Life System

1. Turn the ignition to the ON position, but do not start the engine.
2. Press the **MENU** button to display the Vehicle Information menu on the DIC.
3. Rotate the [arrow icons] switch to view Remaining Oil Life.
4. Press the **SET/CLR** button until 100% is displayed.
5. Turn OFF the ignition.

## Special Tools

The following new tools have been released for the Buick Encore:

Tool #	Description
DT-50839	Transmission Adapter Plate Bushing Replacer
J-44873-2	Shoulder Bolt, Special (M8x1.25)
J-45756	Rear Output Housing Flange Seal Installation
J-41819	Intermediate Shaft Seal Installer
DT-50840	Input Shaft Seal Installer (to main & ext. hsg)
DT-50937	IDS Seal Protector (from splines) - right side
DT-50985	IDS Excluder Seal Installer
J-36842	Service Holding Fixture
DT-48270	Spring Installer
DT-48271	Seal Protector
DT-48272	Spring Installer
DT-48273	Seal Protector
DT-48274	Spring Compressor
DT-48277	Differential Rotating Tool
DT-48866	3-5-R Spring Compressor
DT-48866	3-5-R Spring Compressor
DT-48903	Spring Compressor
DT-49101	Seal Installer
EN-28467-300	Engine Support Fixture-Adapter
EN-48488	Holding Wrench
EN-49940	Remover Quick Connector
EN-49941	Remover / Installer Piston Retainer Ring
EN-49942	Holding Wrench
EN-49977	Fixation Sensor Disks and Camshafts
EN-49979	Retainer Shock Mount Crankshaft
EN-50717	To install/remove valve cotters (6 mm)
J-35669	Wrench
KM-235-6	Seal Installer Kit
KM-658-1	Installer
KM-952	Fixing Tool Crankshaft
KM-953-A	Fixing Tool Camshaft
KM-955	Locking Pins



Tool #	Description
KM-958	Installer (5 mm)
KM-960	Installer

## Overview

### Models

Trim Packages	Encore Group (not applicable in Canada)
	Convenience Group
	Leather Group
	Premium Group

### Engines

1.4L turbocharged DOHC I-4
----------------------------

### Transmission

HydraMatic 6T40 6-speed automatic
-----------------------------------

### Chassis/Suspension

Front	MacPherson strut with coil-over spring; direct-acting stabilizer bar; steel 4-or 6-point rigid attachment front cross member
Rear	Compound crank (torsion beam); coil springs with twin-tube shock absorbers
Steering Type	Column-mounted electric power steering; rack-and-pinion gear (straight ratio)

### Brakes

Type	Four-wheel disc with ventilated front discs and solid rear discs; standard ABS
------	--

### Wheels/Tires

Wheels	18 x 7-inch painted aluminum (std.)
	18 x 7-inch chromed aluminum (opt.)
Tires	P215/55R18 AL3 Blackwall

### Capacities

Fuel Tank	14 Gallons / 53 Liters
Engine Oil	4.2 Quarts / 4.0 Liters
Cooling System	6.9 Quarts / 6.5 Liters

## Technical Training Courses

Technical training courses are available from the Center of Learning at [www.centerlearning.com](http://www.centerlearning.com) in support of the Buick Encore. In Canada go to [www.gmprocanada.com](http://www.gmprocanada.com).