



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-323

Date: October, 2017

INFORMATION

Subject: TAC Action Center Established for Buick Enclave (U.S. Only)

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|--------|---------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Buick | Enclave | 2018 | 2018 | | | All | All |

| | |
|-----------------------------------|---------------|
| Involved Region or Country | United States |
|-----------------------------------|---------------|

An Action Center has been established through the GM Technical Assistance Center (TAC) to allow you to provide product feedback on the new 2018 Buick Enclave that began shipment to dealers recently.

Dealers are asked to contact Technical Assistance and report any vehicle issues that warrant prompt and immediate attention. The objective of the Action Center is to provide Buick Dealers with the necessary support for the successful introduction of the 2018 Buick Enclave. The gathering of information is critical for quick resolution to any product concerns, including, but not limited to: fit and finish, performance, operation, and customer expectations of the vehicle that may arise.

The Action Center is connected directly to Technical Assistance, Engineering, Brand Quality and the Lansing Delta Township Assembly Plant in Lansing, Michigan that assembles the 2018 Buick Enclave.

These groups will combine their resources to immediately address any product concerns and bring that concern to a resolution both for your customer and in future production.

To contact the Action Center, call the GM Technical Assistance Center @ 1-877-4GM-TACS (1-877-446-8227) and perform the following:

1. Select: Speak with a Consultant for Vehicle Diagnostics.
2. Enter BAC Code.
3. Select: Action Centers.
4. Select: Enclave Action Center

The call will be answered by a Buick Enclave specialist. The specialist will record the concern and provide diagnostic direction as needed.

GM encourages the Dealer personnel to contact the Buick Enclave Action Center to report all product concerns, not just the concerns requiring technical assistance.

You will be asked to provide a digital picture of the concern for visible issues, or audio/video files for noise concerns. Whenever possible, please have any photos or audio/video files available when you call.

For issues that do not require technical support such as:

- Wire harness routing causing damage (Critical information communicated with photos)
- Connectors that are not fully seated or with bent pins.
- Emerging conditions that have required repetitive repairs with no apparent service bulletin or PI (Critical Product Concern)
- Significant issues not typically submitted as a warranty claim or submitted as a labor only claim (Critical Product Concern or Critical Information)
- Vehicle operating normally but condition unacceptable to the customer
- Critical issues found during PDI or with GM Accessories

Dealers are encouraged to utilize the Field Product Report process. Please refer to the latest version of GM Corporate Bulletin # 02-00-89-002 for directions on how to submit a field product report and how to download the convenient FPR phone app, which allows for efficient submission.

Pictures are desired in all cases and can be easily attached to the field product report providing an effective way to communicate the issue clearly back to GM. When a Field Product Report is submitted, it is routed directly to our Brand Quality department who is working directly with Engineering, Suppliers and the Assembly Plant to resolve and address the issues for future production.

Please ensure that warranty claims are promptly submitted and processed as we will be reviewing all claims and parts replaced in order to quickly identify and address emerging issues.

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| Version | 1 |
| Modified | Released October 9, 2017 |

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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