



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-395

Date: December, 2017

TECHNICAL

Subject: Hood Will Not Open or is Difficult to Open

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore	2013	2017	SOP	August 21, 2017	All	All

Involved Region or Country	North America
Condition	Some customers may comment that its difficult to open the hood or the hood will not open.
Cause	This may be due to a design issue causing the cable to become dislodged during assembly.
Correction	Replace the hood latch with a newly designed latch.

Service Procedure

If you encounter a vehicle with the above concern, replace the hood latch. Refer to *Hood Primary and Secondary Latch Replacement* in SI.

Parts Information

Causal Part	Description	Part Number	Model Year of Use
X	LATCH ASM-HOOD PRIM & SECD	42595591	2017
X	LATCH ASM-HOOD PRIM & SECD	42525393	2013-2016

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
1410280	Hood Primary and Secondary Latch Replacement	Use Published Labor Operation Time

Version	1
Modified	Released December 11, 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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