

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5057
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 3, 2019

Subject: A192221650 - Service Update
Wheel Alignment After Strut Replacement

Models: 2019 Buick Encore
2019 Chevrolet Trax

To: All General Motors Dealers

General Motors is releasing Service Update A192221650 today. The total number of vehicles involved is approximately 585. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 4, 2019. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

A192221650 Wheel Alignment After Strut Replacement



Release Date: June 2019

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Encore	2019	2019		
Chevrolet	Trax	2019	2019		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2019 model year Buick Encore and Chevrolet Trax vehicles may not have had a wheel alignment performed after receiving a strut replacement at the port. If a wheel alignment was not performed, the vehicle could pull slightly to one side and/or the steering wheel may be off center.
Correction	Dealers are to perform a front end alignment.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104536	Front End Alignment	0.5	ZFAT	N/A
	Add: To Adjust Toe	0.3		
	Add: To Adjust Front Camber and/or Caster	0.3		
	Add: To Road Test Vehicle	0.2		

Service Procedure

Perform a front end alignment. Refer to *Wheel Alignment Measurement* in SI.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



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