

Subject: Engineering Information – Paint Blemish and/or Fuel Filler Door Color Mismatch During Pre-Delivery Inspection (PDI) or Customer Comment

Attention: Please note that this Engineering Information (EI Lite) takes on a slightly different type of format from the standard EI process. The main difference is - instead of requiring the dealer technician to call in to an Engineer to discuss the customer issue, this EI Lite is asking only to submit the description of the issue and pictures using the Field Product Reporting (FPR) App (reference bulletin 02-00-89-002).

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore GX	2020	2020	-	-	-	-

Involved Region or Country	U.S. Dealers Only
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>During Pre-Delivery Inspection (PDI), if a customer comments on an issue that concerns paint blemishes and/or a fuel filler door color mis-match issue, that results in a repair, please submit a Field Product Report. Take pictures of the issue, fill out required fields (including adding EI number PIE0557 in the Condition Field) and Submit.</p> <p>Note: Instructions to load the FPR App to your phone and other detailed instructions can be found in the latest version of Service Bulletin 02-00-89-002 (U.S. Dealers).</p>
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

Paint Blemishes / Fuel Filler Door Mismatch

During Pre-Delivery Inspection (PDI), if a customer comments on an issue that concerns paint blemishes and/or a fuel filler door color mis-match issue, that results in a repair, on any 2020 Buick Encore GX model, please submit a Field Product Report. Please use the Field Product Reporting (FPR) App, take pictures of the issue, fill out required fields (including adding EI number **PIE0557** in the Condition Field) and Submit.

1. Take a picture of the entire area of the vehicle showing the location of the issue area.
2. Take a clear close-up picture or two of the issue area showing the detail of the blemish.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
1481298*	Engineering Information – Paint Blemish and/or Fuel Filler Door Color Mismatch	0.3 hr

*This is a unique Labor Operation for bulletin use only.

Version	1
Modified	Released March 11, 2020