

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5462  
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 30, 2020

Subject: A202309040 - Customer Satisfaction Program  
Right Hand Lower B-Pillar Inner Panel Crack – US Only

Models: 2020 Buick Encore

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program A202309040 today. The total number of U.S. vehicles involved is 6. Please see the attached bulletin for details.

**Customer Notification**

General Motors will contact all dealers involved in this Customer Satisfaction Program for further instructions.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated July 30, 2020 or sooner. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## A202309040 Right Hand Lower B-Pillar Inner Panel Crack – US Only



Release Date: July 2020

Revision: 00

**Attention: This program is in effect until August 31, 2022.**

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Encore	2020	2020		

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.

<b>Condition</b>	Certain 2020 model year Buick Encore vehicles may have a condition in which a crack is present in the right-hand lower B-Pillar body inner panel. If this crack propagates and widens, it could destabilize the B-pillar structure and increase the potential risk to door check link rigidity and corrosion.
<b>Correction</b>	Dealers are to inspect the B-Pillar body inner panel (pass/fail); <b>If any evidence of cracks is found during the inspection process, you must quarantine the vehicle and follow instructions provided in step 4 of the service procedure.</b>

### Parts

No parts required for this repair.

### Warranty Information

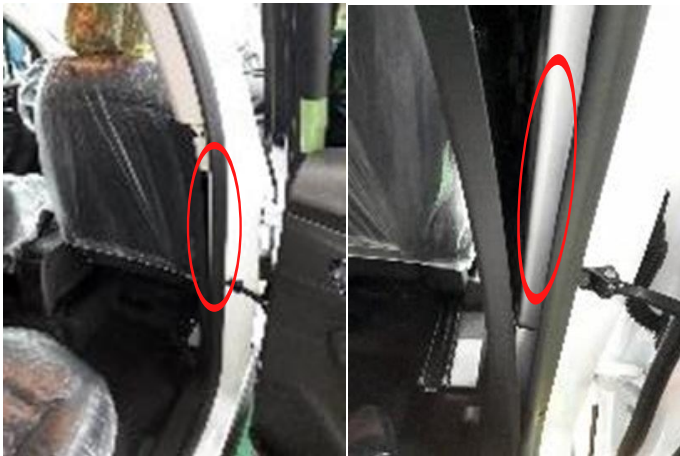
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105222	Inspect Center Pillar Inner Body Panel - No Further Action Required	0.3	ZFAT	N/A
9105223	Inspect Center Pillar Inner Body Panel - Quarantine Vehicle	0.4	ZFAT	*

\* If using this labor operation, be sure to follow step #4 of the service procedure completely.

- Arrange for alternate transportation for customer vehicles that do not pass inspection.
- For new dealer inventory:
  - US Dealers - Submit a Field Product Report (FPR) and pictures using the Field Product Reporter App found in the Certified Service Mobile Tools (reference TSB 02-00-89-002).

### Service Procedure

1. Open the passenger side rear door.



2. Using an appropriate trim tool, partially remove the center pillar lower trim panel to gain access to the body inner panel as shown. Refer to *Center Pillar Lower Trim Panel Replacement* in SI.

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3. Inspect the body inner panel for cracks or wrinkles as shown above.
4. Verify that there are no cracks, or indication of cracks in this area.
  - **If no cracks are found, reinstall center pillar lower trim panel and return the vehicle to service.**
  - **If any evidence of cracks is found during the inspection process, you must perform the following steps:**  
**Quarantine the vehicle.**

For US Dealers - Submit a Field Product Report (FPR) and Pictures using the Field Product Reporter App found in the Certified Service Mobile Tools (reference TSB 02-00-89-002). Be sure to include the following information:

1. Complete Dealer Information.
2. Enter VIN and Mileage.
3. For Condition enter: Right Hand Lower B-Pillar Inner Panel Crack.
4. For Cause enter: NA.
5. For Correction enter: A202309040
6. Important: Include 2 Pictures (1 Picture of the overall area showing the part and location of issue (crack area) and 1 picture showing more of a closeup of the crack area). Please make sure the pictures are in focus and the crack is marked to identify the issue area.

#### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through August 31, 2022. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, through August 31, 2022, whenever a vehicle subject to this field action enters your vehicle inventory, you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action

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and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

### Courtesy Transportation – For USA

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

### Customer Notification

USA - General Motors will contact all dealers involved in this Customer Satisfaction Program for further instructions. (A sample letter is included with this bulletin if any mailing becomes necessary).

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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.



**We Support  
Voluntary Technician  
Certification**

# Customer Satisfaction Program

## A202309040 Right Hand Lower B-Pillar Inner Panel Crack – US Only



August 2020

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2020 model year Buick Encore may have a condition in which a crack is present in the right-hand lower B-Pillar body inner panel. If this crack propagates and widens, it could destabilize the B-pillar structure and increase the potential risk to door check link rigidity and corrosion.

Your satisfaction with your Encore is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will inspect the right-hand B-Pillar body inner panel and quarantine the vehicle if the condition is found. This service will be performed for you at **no charge until August 31, 2022**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Encore vehicle provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

A202309040