

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5493  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 2, 2020

Subject: N202310460 - Customer Satisfaction Program  
Customers Double Charged for Remote Start

Models: 2020 Buick Encore GX  
Equipped with Sport Touring and Cold Weather Comfort (RPO GFC & Y55)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N202310460 today. The total number of U.S. vehicles involved is approximately 75. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in September.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated September 3, 2020 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## N202310460 Customers Double Charged for Remote Start



Release Date: September 2020

Revision: 00

**Attention:** This program is in effect until September 30, 2022.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Encore GX	2020	2020	GFC and Y55	Trim Package RST and Sales Package Comfort

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 GX vehicles, equipped with the Sport Touring (RPO GFC) and the Cold Weather Comfort (RPO Y55), may have been double charged for the remote start at the time of purchase.
<b>Correction</b>	Dealers are to provide the customer with a reimbursement check in the amount of \$300.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105289	Customer Reimbursement Check Issued	N/A	ZFAT	*

\*Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. The amount identified in Net Item is the \$300.00 dealer check issued to a customer. Record the check number in the Invoice Number field. Record the VIN on the check. Submit \$20.00 administrative allowance in Net/Admin Allowance.

### Service Procedure

**Important: Dealers are to verify these three pieces of information prior to issuing a reimbursement check:**

1. Original Owner Letter provided by General Motors
2. Vehicle registration
3. Driver's license or state ID, verify that it matches the registration and owner letter

Issue the customer a reimbursement check in the amount of \$300.00. Record the check number in the Invoice Number field and record the VIN on the check.

### 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 September 30, 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 September 30, 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.

### Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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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

## N202310460 Customers Double Charged for Remote Start



September 2020

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

Dear General Motors Customer:

We have learned that your 2020 model year Buick Encore GX may have a condition in which a double charge was applied for the remote start at the time of vehicle purchase.

**What We Will Do:** Your GM dealer will provide you with a reimbursement check in the amount of \$300. This reimbursement is available to you **until September 30, 2022**.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to begin the reimbursement process. Please provide this customer letter, your driver's license or state ID and vehicle registration to present to the dealer in order to receive your reimbursement check.

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 want you to know that we will do our best, throughout your ownership experience, to ensure that your Buick Encore provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

N202310460