

Customer Satisfaction Program

N202310460 Customers Double Charged for Remote Start



Release Date: October 2020

Revision: 01

Revision Description: This bulletin is being updated to list the specific reimbursement on lease vehicles. Please discard all previous copies of N202310460.

Attention: This program is in effect until November 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.

Condition	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.
Correction	Dealers are to provide the customer with a reimbursement check in the amount of \$300 (leased vehicles have a specific amount which are listed at the end of this bulletin).

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. Customers who are identified as a lessee will receive the specific amount owed as stated in their owner letter. A list of these amounts by VIN is included at the end of this bulletin. 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 (or amount specified in the leased vehicle list at the end of this bulletin). 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

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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 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). Customers identified as Lessees will be notified of the reimbursement amount in their customer letter.

Double Charge Reimbursement Amounts by VIN for Leased vehicles

VIN	Amount Due to Customer
KL4MMCSL0LB072754	\$163.12
KL4MMCSL1LB070222	\$177.51
KL4MMBS27LB091464	\$157.60
KL4MMCSL4LB078573	\$146.24
KL4MMBS26LB067785	\$149.48
KL4MMCSL3LB067306	\$156.35
KL4MMCSL1LB076313	\$149.61
KL4MMBS20LB067281	\$152.95
KL4MMBS29LB077419	\$159.68
KL4MMCSL1LB082600	\$155.43
KL4MMBS28LB077301	\$158.61
KL4MMCSL4LB095227	\$139.18
KL4MMBS20LB083030	\$160.26
KL4MMCSL7LB066529	\$114.44
KL4MMBS23LB085015	\$156.83
KL4MMCSL4LB097656	\$175.93
KL4MMBS27LB082070	\$180.39
KL4MMBS23LB067646	\$159.72
KL4MMBS23LB068148	\$161.21
KL4MMBS26LB081296	\$162.37

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KL4MMBS2XLB079549	\$159.32
KL4MMCSL9LB083316	\$150.90
KL4MMBS20LB084792	\$135.22
KL4MMCSL8LB095960	\$145.32
KL4MMBS21LB098166	\$138.96
KL4MMBS21LB097793	\$154.75
KL4MMBS21LB094859	\$135.70
KL4MMCSL2LB097588	\$149.46

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**

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October 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 (or specific amount per lease vehicle). This reimbursement is available to you **until November 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

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5542
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 14, 2020

Subject: N202310460-01 - Customer Satisfaction Program
Customers Double Charged for Remote Start
Revised Warranty Information

Models: 2020 Buick Encore GX

To: All General Motors Dealers

This bulletin is being updated to list the specific reimbursement on lease vehicles. Please discard all previous copies of N202310460.

Customers who are identified as a lessee will receive the specific amount owed as stated in their owner letter. A list of these amounts by VIN is included at the end of the bulletin and is attached to this message for reference.

Customer Letter Mailing

The customer letter mailing will begin on October 26, 2020. If a customer comes into your dealership for any other reason prior to receiving their owner letter, proceed with the reimbursement.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS