

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5795
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 13, 2021

Subject: N212333960 - Customer Satisfaction Program
Vehicles Sold Without Accessory Garage Door Opener

Models: 2021 Buick Envision
2021 Chevrolet Equinox, Malibu, Traverse
2021 GMC Acadia
Equipped with RearView Mirror w/ Garage Door Opener (RPO 5LE)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N212333960 today. The total number of U.S. vehicles involved is approximately 52. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on May 27, 2021.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 14, 2021 or sooner. A list of involved vehicles in dealer new inventory 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

N212333960 Vehicles Sold Without Accessory Garage Door Opener



Release Date: May 2021

Revision: 00

Attention: All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

This program is in effect until May 31, 2023.

| Make | Model | Model Year | | RPO | Description |
|-----------|----------|------------|------|-----|--------------------|
| | | From | To | | |
| Buick | Envision | 2021 | 2021 | 5LE | Garage Door Opener |
| Chevrolet | Equinox | | | | |
| | Malibu | | | | |
| | Traverse | | | | |
| GMC | Acadia | | | | |

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 2021 model year Buick Envision, Chevrolet Equinox, Malibu, Traverse, and GMC Acadia vehicles were sold and delivered to customers without the originally invoiced accessory inside rearview mirror with garage door opener switches. |
| Correction | Customers may either schedule an appointment to have the accessory content installed on their vehicle free of charge, or they will be refunded the amount of the LPO content not installed on their vehicles. |

Parts

| Quantity | Part Name | Part No. |
|----------|--------------------------|----------|
| 1 | Mirror - Inside Rearview | 84350232 |
| 1 | Mirror - Inside Rearview | 84350235 |

Important: Customer has their choice of cash reimbursement or replacement of mirror.

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which inside rearview mirror to order. Place the VIN # in the notes field of the order. If there is no VIN in the notes field your order will be cancelled. **All orders will be reviewed prior to being filled.**

Due to the small number of vehicles involved, 52, and due to limited initial parts availability, dealers are encouraged not to order program parts for use as shelf stock.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|--|------------|-------------|----------|
| 9105744 | Replace Inside Rearview Mirror | 0.2 | ZFAT | N/A |
| 9105745 | Customer Reimbursement Check Issued | N/A | | * |
| 9105746 | Customer Reimbursement Denied – For USA dealers only | | | ** |

* Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. The amount identified in Net Item is the \$180.00 (USD) 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.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

1. Remove and discard the existing inside rearview mirror. Refer to *Inside Rearview Mirror Replacement* in SI.
2. Install the new service inside rearview mirror/garage door opener assembly following the instructions included in the box.

Customer Satisfaction Program

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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/repaired 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 May 31, 2023. 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 May 31, 2023, 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 has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

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

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

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by May 31, 2022. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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

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May 2021

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2021 model year Buick Envision, Chevrolet Equinox, Malibu, Traverse, or GMC Acadia vehicle was sold to you without an accessory inside rearview mirror with garage door opening switches.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to fix this condition.

What We Will Do: Your GM dealer will install your accessory inside rearview mirror with garage door opening switches or issue a refund check. This service will be performed for you at **no charge until May 31, 2023**. 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 | 1-866-608-8080 | 1-800-832-8425 |
| Chevrolet | 1-800-630-2438 | 1-800-833-2438 |
| GMC | 1-866-996-9463 | 1-800-462-8583 |
| Puerto Rico – English | 1-800-496-9992 | |
| 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 GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosure
N212333960