

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6638  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 8, 2023

Subject: N232407740 - Special Coverage  
Turbocharger Replacement

Models: 2020 Buick Encore GX  
Equipped with Engine-Gas (E0-15),3 CYL, 1.2L, DI, L3, DOHC, VVT,  
Turbo, Alum, CSS Prime (RPO LIH)

To: All General Motors Dealers

General Motors is releasing Special Coverage N232407740 today. The total number of U.S. vehicles involved is approximately 14,416. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on August 14, 2023.

**Global Warranty Management (GWM)**

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated August 8, 2023. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Special Coverage

## N232407740 Turbocharger Replacement



Release Date: August 2023

Revision: 00

**Attention:** This Special Coverage can be seen in the Applicable Warranties Section in Investigate Vehicle History (IVH).

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Encore GX	2020	2020	LIH	ENGINE-GAS (E0-15),3 CYL, 1.2L, DI, L3, DOHC, VVT,TURBO, ALUM, CSS PRIME

Involved vehicles are identified on the Applicable Warranties section 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 a 1.2L engine, may have a condition that could cause the turbocharger to fail. If this condition occurs, the Malfunction Indicator Lamp (Check Engine Light) will illuminate and a diagnostic trouble code will set. Additionally, a message may be displayed indicating the vehicle's available engine power is reduced.
<b>Special Coverage</b>	<p>This special coverage covers the condition described above for a period of 15 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after August 8, 2023, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to August 8, 2023, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
<b>Correction</b>	Dealers are to replace the turbocharger as necessary. The repairs will be made at <b>no charge</b> to the customer.

### Parts

Quantity	Part Name	Part No.
1	Turbocharger	25204082
1	Exhaust Pipe Clamp	55513359
1	Catalytic Converter Gasket	12641115
1	Exhaust System Gasket	13499082
1	PCV Vacuum Hose	55513554
1	Gasket, turbocharger	55494843
2	Gasket, turbocharger oil drain	55514397
4	Turbocharger Nut	11612078
1	Turbocharger Oil Seal	55487539
1	Turbocharger Washer	55497445

**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.

# Special Coverage

## N232407740 Turbocharger Replacement



### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900864	Diagnostic Time Only – No Repair Required	0.1-1.0	ZREG	N/A
9900865	Compressor Air Intake Turbocharger Replacement Add: Diagnosis Time	3.3 0.1-1.0	ZREG	N/A
9900866	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZREG	*
9900867	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

\* For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

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

### Service Procedure

- A vehicle may come in with a customer complaint or DTC that leads to turbocharger replacement. The most frequent complaints include a cold start rattle noise or P0299 DTC, for which you may refer to 23-NA-058 for more diagnosis info.
  - If the diagnosis DOES lead to turbocharger replacement, proceed to step 2.
  - If the diagnosis DOES NOT lead to turbocharger replacement, no further action is required. Inform the customer that any additional diagnosis or repair needed will be covered by standard warranty, customer pay, or a goodwill adjustment as applicable.
- Replace the turbocharger. Refer to *Compressor Air Intake Turbocharger Replacement* in SI.

### Courtesy Transportation – For USA & Canada

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 special coverage on their vehicle (see copy of typical 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 August 31, 2024. 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**

# Special Coverage

## N232407740 Turbocharger Replacement



August 2023

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

Dear General Motors Customer:

As the owner of a 2020 model year Buick Encore GX, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2020 model year Buick Encore GX vehicles, equipped with a 1.2L engine, may have a condition that could cause the turbocharger to fail. If this condition occurs, the Malfunction Indicator Lamp (Check Engine Light) will illuminate and a diagnostic trouble code will set. Additionally, a message may be displayed indicating the vehicle's available engine power is reduced.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2020 model year Buick Encore GX within 15 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program. For customer's vehicles already outside of the above years and/or miles, we are still offering reimbursement if the issue occurred within the years and miles stated above. Please follow the reimbursement steps below.

**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by August 31, 2024, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

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.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

Enclosure  
N232407740