

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6641  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 9, 2023

Subject: N232414700 - Customer Satisfaction Program  
Incorrect Owner Manual

Models: 2024 Buick Encore GX

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N232414700 today. The total number of U.S. vehicles involved is approximately 1,957. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in August 2023.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated August 9, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## N232414700 Incorrect Owner Manual



Release Date: August 2023

Revision: 00

**Attention:** This program is in effect until August 31, 2025.

| Make  | Model     | Model Year |      | RPO | Description |
|-------|-----------|------------|------|-----|-------------|
|       |           | From       | To   |     |             |
| Buick | Encore GX | 2024       | 2024 |     |             |

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 2024 model year Buick Encore GX vehicles, may have a condition in which the incorrect owner manual was provided. |
| <b>Correction</b> | Dealers are to provide the correct owner manual.   |

### Parts

| Quantity | Part Name                         | Part No. |
|----------|-----------------------------------|----------|
| 1        | 2024 Buick Encore GX Owner Manual | 84957018 |

To order, go to Helmlnc.com and place an order using your dealer account number or call 1-800-551-4123.

### Warranty Information

| Labor Operation | Description                               | Labor Time | Trans. Type | Net Item |
|-----------------|---|------------|-------------|----------|
| 9106935         | Inspect Only – No Further Action Required | 0.1        | ZFAT        | N/A      |
| 9106936         | Replace Owner Manual                      | 0.2        | ZFAT        | N/A      |

### Service Procedure

Inspect the vehicle's owner manual to ensure the 2024 Buick Encore GX owner manual is present.

- If the correct 2024 Buick Encore GX owner manual is present, no further action is required.
- If the 2023 Buick Encore GX owner manual is found, replace it with the 2024 Buick Encore GX owner manual.

### 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, 2025. 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, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through August 31, 2025, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### Dealer Reports – For USA & Export

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

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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 & 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**

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

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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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

## N232414700 Incorrect Owner Manual



August 2023

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

Dear General Motors Customer:

We have learned that your 2024 model year Buick Encore GX may have a condition in which the incorrect owner manual was provided.

Your satisfaction with your Encore GX 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 provide the correct owner manual. This service will be performed for you at **no charge until August 31, 2025**. 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.

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 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 GX vehicle provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

N232414700