



Service Bulletin

Bulletin No.: 23-NA-086

Date: November, 2023

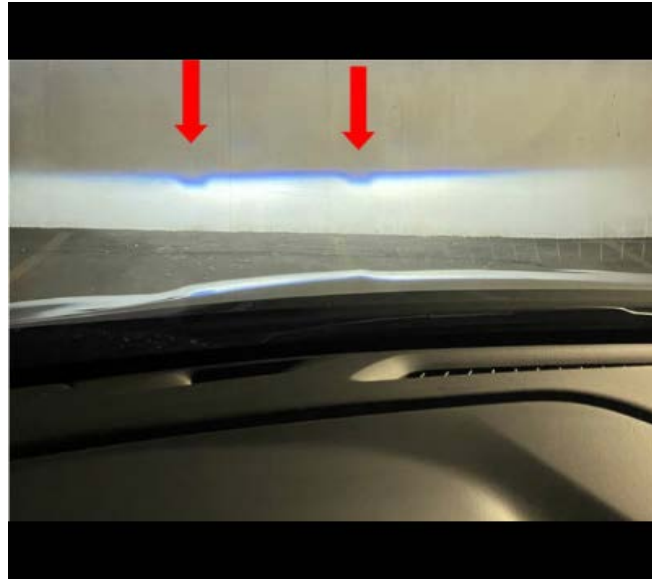
INFORMATION

Subject: Information on Dark Spots Noticed in Headlamp Pattern When Vehicle is Pulled Up to a Wall or Garage

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2022	2024	—	—	—	—
	Encore	2020	2022				
	Encore GX						
	Envista	2024					
Chevrolet	Blazer	2023	2024	—	—	—	—
	Trailblazer	2021					
	Traverse	2022					
	Trax	2024					

Involved Region or Country	United States, Canada, Mexico, Uzbekistan, Russia, Middle East, Israel, Palestine, Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Peru (West), Other Africa
Additional Options (RPOs)	Equipped with HEADLAMPS-LED (RPO T4L)

Some customers may comment on dark spots in the headlamp pattern when the vehicle is pulled up to a wall or garage.



6340797

Condition

Shown in the picture above is an example for Enclave, Blazer, and Traverse headlamp.



6472911

Shown in the picture above is an example for Encore, Encore GX, Envista, Trailblazer, and Trax headlamp.

Cause

This dark spot in the lighting pattern in **NORMAL** and part of compliance with the IIHS safety standards to minimize glare to oncoming traffic.

Correction

DO NOT replace the headlamps for this condition. This is a normal function of the lamps.

Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Please communicate to the customer that the headlamp system is functioning as designed and this is a normal condition of their vehicle. Please share this information with the customer, including a copy of this message.

Version	2
Modified	Released May 03, 2023 Revised November 02, 2023 - Added Encore GX, Envista, Trailblazer, Trax and 2024 Model Year also updated Condition.

