

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6732
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 4, 2023

Subject: N232418200 – Emission Recall
VECI Label and Emissions Related Documents

Models: 2024 Buick Encore GX
2023 Chevrolet Trailblazer
2024 Chevrolet Trax

To: All General Motors Dealers

General Motors is releasing Emission Recall N232418200 today. The total number of U.S. vehicles involved is approximately 99. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 4, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Emission Recall

N232418200 VECI Label and Emissions Related Documents



Release Date: December 2023

Revision: 00

Attention: All involved vehicles in the US and Canada 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.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Encore GX	2024	2024		
Chevrolet	Trailblazer	2023	2023		
Chevrolet	Trax	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.

Condition	General Motors has decided to conduct a voluntary emissions recall involving certain 2023 Chevrolet Trailblazer and 2024 Chevrolet Trax and Buick Encore GX vehicles. The Vehicle Emissions Control Information (VECI) label may not have been installed. Additionally, other documentation including the owner's portfolio and Monroney Label may not have been provided with the vehicle.
Correction	Dealers are to install a VECI label and provide the owner with the owner's portfolio and Monroney label.

Parts

Quantity	Part Name	Part No.
1	2023 Trailblazer Owner Manual	84883545*
1	2024 Encore GX Owner Manual	84957018*
1	2024 Trax Owner Manual	85522260*
1	VECI Under Hood Label	19354745

*To order, go to HelmiInc.com (or call 1-800-551-4123) and order the appropriate part number(s) for your specific vehicle. Please include the part cost in the net item miscellaneous field on the warranty claim to be reimbursed for the parts ordered.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107013	Install VECI Label and Missing Documentation	0.5	ZFAT	N/A

Service Procedure

1. Open the hood.

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6464800

Note: If the vehicle being serviced is a Trax, the label should be located in the center of the hood as shown in the first image above. If the vehicle being serviced is a Trailblazer or Encore GX, the label should be located on the driver's side of the hood as shown in the second image above.

2. Locate the area where the Vehicle Emission Control Information (VECI) Label (1) should be, shown above, and clean the area using a non-oil based cleaner, preferably isopropyl alcohol (rubbing alcohol), Kent Acrysol, P/N 20005, or equivalent cleaning solvent and dry with a clean, lint free cloth.
3. Firmly hold the NEW VECI Label and peel protective liner from the back side, being careful not to touch or contaminate the adhesive with dirt or foreign matter.
4. Carefully align new label to the surface. Press firmly and smooth out entire label ensuring corners are fully adhered.

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5. Order the Monroney label for your specific vehicle using a BARS Reprint Request through GlobalConnect. Place the label on the window.
 - If the vehicle being serviced is a Trax, proceed to step 6.
 - If the vehicle being serviced is an Encore GX, proceed to step 7.
 - If the vehicle being serviced is a Trailblazer, proceed to step 8.
6. Go to HelmiInc.com (or call 1-800-551-4123) and order part number 85522260. This is the Owner's Manual. Place the Owner's Manual in the vehicle glovebox.
7. Go to HelmiInc.com (or call 1-800-551-4123) and order part number 84957018. This is the Owner's Manual. Place the Owner's Manual in the vehicle glovebox.
8. Go to HelmiInc.com (or call 1-800-551-4123) and order part number 84883545. This is the Owner's Manual. Place the Owner's Manual in the vehicle glovebox.
9. CALIFORNIA, COLORADO, CONNECTICUT, DELAWARE, MAINE, MARYLAND, MASSACHUSETTS, NEW JERSEY, NEW YORK, OREGON, RHODE ISLAND, VERMONT, WASHINGTON VEHICLES ONLY: Install a Recall Identification Label upon recall completion. See General Motors Service Policies and Procedures Manual, Recall Identification Label, for details.
10. CALIFORNIA VEHICLES ONLY: Complete a "Proof of Correction" certificate and provide to the vehicle owner upon recall completion. For the recall number on the "Proof of Correction" certificate, enter only the six digits in characters 4-9 of this recall bulletin number: 241820.

Dealer Responsibility

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this recall 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 Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall 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 recall and make every reasonable effort to implement the program correction as set forth in this bulletin prior to 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 recall. 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 recall 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.

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Customer Notification

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

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance

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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December 2023

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

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

Reason For This Recall: Your 2023 or 2024 model year Buick Encore GX, Chevrolet Trailblazer or Chevrolet Trax vehicle may not have the Vehicle Emissions Control Information (VECI) label installed. Additionally, other documentation including the owner's portfolio and Monroney Label may not have been provided with the vehicle.

What Will Be Done: The VECI label, owner's portfolio and Monroney Label for your vehicle is enclosed. To reduce your inconvenience, you can install the VECI label by following the enclosed instructions. If you desire, however, you may take the VECI label to your dealer for installation. This service will be performed for you at **no charge**.

How Long Will The Repair Take? Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 30 minutes.

What You Should Do: Please contact your GM dealer as soon as possible to arrange a service date and to assure parts availability. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

If you have any questions or need any assistance, just contact your dealer or 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
Chevrolet	1-800-222-1020	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	

Emission Law Information: In order to ensure your full protection under the emission warranty made applicable to your vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.

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

Regina A. Carto
Vice President
Global Product Safety and Systems

Enclosures
GM Recall: N232418200