



# Service Bulletin

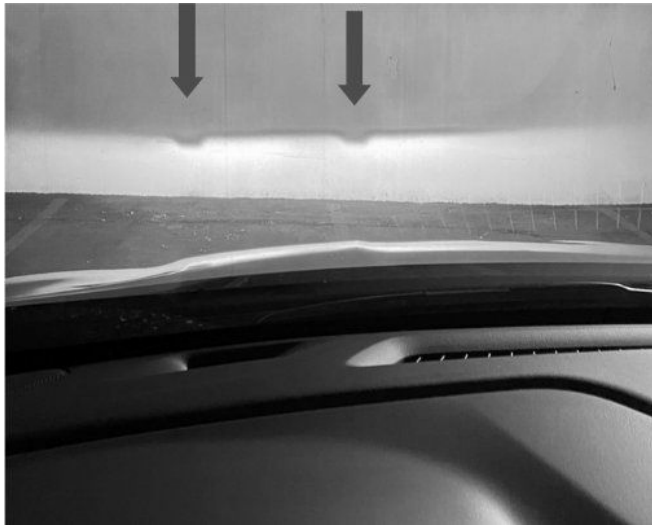
Bulletin No.: 23-NA-086

Date: August, 2024

## 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	—	—	Equipped with 3.6L (RPO LFY)	—
	Trailblazer	2021					
	Traverse	2022					
	Trax	2024					

<b>Involved Region or Country</b>	North America, Bolivia, Chile, Colombia, Ecuador, Peru, Uzbekistan, Russia, Middle East, Israel, Palestine, Other Africa
<b>Additional Options (RPOs)</b>	Equipped with HEADLAMPS-LED (RPO T4L)
<b>Condition</b>	<p>Some customers may comment on dark spots in the headlamp pattern when the vehicle is pulled up to a wall or garage.</p>  <p>Shown in the picture above is an example for Enclave, Blazer, and Traverse headlamp.</p>

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Shown in the picture above is an example for Encore, Encore GX, Envista, Trailblazer, and Trax headlamp. 6472911

<b>Cause</b>	This dark spot in the lighting pattern is <b>NORMAL</b> and part of compliance with the IIHS safety standards to minimize glare to oncoming traffic.
<b>Correction</b>	<b>DO NOT</b> 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 bulletin.

**Warranty Information**

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2086668*	Verifying Dark Spots in Headlamp Pattern When Vehicle is Pulled Up to a Wall or Garage	0.2 hr
*This is a unique Labor Operation for bulletin use only.		

<b>Version</b>	4
<b>Modified</b>	Released May 03, 2023 Revised November 02, 2023 – Added Encore GX, Envista, Trailblazer, Trax and 2024 Model Year also updated Condition. Revised April 25, 2024 – Added Engine RPO for Traverse. Revised August 21, 2024 – Added Warranty Information.

Additional SI Keywords: Head Lamp, Headlamp, Beam, V shape, Headlight, Head Light

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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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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