

# Product Safety Recall

## A202307262 Loss of Brake Assist



**Release Date:** February 2021

**Revision:** 01

**Revision Description:** This bulletin has been updated to include the customer letter. Please discard all previous copies of bulletin A202307262.

**Attention:** It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery September 24, 2020 under field action # A202307260. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

**This is a phased launch.**

All involved vehicles 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	2020	2021		
Cadillac	XT4	2020	2020		

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>	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2020 – 2021 model year Buick Encore GX, and 2020 model year Cadillac XT4 vehicles. Material used in a sensor connection in the electronic brake boost system in these vehicles may have been contaminated during the material supplier's production process. Contamination of this material may cause an interruption of communication between the sensor and the brake boost system under certain conditions. If communication with the sensor is interrupted, electronic brake boost assist could be lost. Extra pedal force will be required to slow and stop the vehicle, increasing the risk of a crash.
<b>Correction</b>	Dealers will replace the electronic brake boost module.

### Parts

Quantity	Part Name	Part No.
1	Valve Kit – Electronic Traction Control Brake Pressure Module	42738963
1	Valve Kit – Electronic Traction Control Brake Pressure Module	42742904
1	Valve Kit – Electronic Traction Control Brake Pressure Module	84688356
1	Retainer – Brake Pedal Push Rod	84567897
1	Retainer – Brake Pedal Push Rod	42689897
1	Adapter – Brake Master Cylinder	84628523
6	Fluid – Brake DOT 4 US	19299570
6	Fluid – Brake DOT 4 CA	19299571
6	Fluid – Brake DOT 3 US	19353126
6	Fluid – Brake DOT 3 CA	19353127

**Note:** Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which Valve Kit – Electronic Traction Control Brake Pressure Module and Brake Fluid to order. Some vehicles will require additional parts such as mounting brackets and brake pedal clips. Refer to the specific SI procedure to determine what additional ancillary parts may be required. Please order parts accordingly.

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. **All orders will be reviewed prior to being filled.**

**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.

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### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105504	Replace Brake Master Cylinder (With Power Brake Booster and Electronic Brake Control Module, where applicable) - Encore GX - XT 4	2.1 3.2	ZFAT	N/A
9105505	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A		*

Note: To avoid having to “H” route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

### Floor Plan Reimbursement – NEW INVENTORY ONLY

\* **USA & Canada Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message September 24, 2020 to the date the repair is completed, and the vehicle is ready for sale (not to exceed 90 days):

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2020 Buick Encore GX	\$3.49	\$4.18
2021 Buick Encore GX	\$3.49	N/A
2020 Cadillac XT4	\$5.52	\$6.57

### Service Procedure

**NOTE:** A new Brake Pedal Push Rod Retainer is required to complete this service. **DO NOT** reuse the original retainer.

**NOTE:** Be sure to Reprogram and Bleed the system per the SI procedure.

### Encore GX

Replace the brake master cylinder. Refer to *Brake Master Cylinder Replacement* in SI.

### XT4

Replace the brake master cylinder - with power brake booster and electronic brake control module. Refer to *Brake Master Cylinder Replacement - With Power Brake Booster and Electronic Brake Control Module* in SI.

### Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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.

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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. 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 field action 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 field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports

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.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

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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**



# IMPORTANT SAFETY RECALL

February 2021

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

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

*Previously, you were notified that your 2020-2021 model year Buick Encore GX or 2020 Cadillac XT4 was involved in GM recall A202307260. This letter is to inform you that parts are now available to repair your vehicle under GM recall A202307262.*

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2020-2021 model year Buick Encore GX and 2020 Cadillac XT4 vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM safety recall A202307262.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

**Why is your vehicle being recalled?**

Material used in a sensor connection in the electronic brake boost system in these vehicles may have been contaminated during the material supplier's production process. Contamination of this material may cause an interruption of communication between the sensor and the brake boost system under certain conditions. If communication with the sensor is interrupted, electronic brake boost assist could be lost. If electronic brake boost assist is lost, a warning light and message may appear in the instrument panel and vehicle speed may be limited. Extra pedal force would be required to slow and stop the vehicle, increasing the risk of a crash.

**What will we do?**

Your GM dealer will replace the electronic brake boost module. This service will be performed for you at no charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 4 hours.

**What should you do?**

You should contact your GM dealer to arrange a service appointment as soon as possible.

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Cadillac	1-866-982-2339	1-800-833-2622
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 20V588.

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Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs  
Vice President  
Global Vehicle Safety

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