

# Part 573 Safety Recall Report

# 23V-744

**Manufacturer Name :** General Motors, LLC**Submission Date :** NOV 21, 2023**NHTSA Recall No. :** 23V-744**Manufacturer Recall No. :** A232424320**Manufacturer Information :**

Manufacturer Name : General Motors, LLC

Address : 29427 Louis Chevrolet Road  
MAIL CODE 480-210-2V WARREN MI  
48093

Company phone : 586-596-1733

**Population :**

Number of potentially involved : 60,154

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2024-2024 Buick Encore GX

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records were used to identify the recall population.

17,306 Buick Encore GX vehicles are affected by this recall.

Production Dates : MAR 24, 2023 - JUL 08, 2023

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2024-2024 Buick Envista

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records were used to identify the recall population.

6,289 Buick Envista vehicles are affected by this recall.

Production Dates : MAY 19, 2023 - JUL 27, 2023

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 3 : 2024-2024 Chevrolet Trax

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records were used to identify the recall population.

35,186 Chevrolet Trax vehicles are affected by this recall.

Production Dates : OCT 18, 2022 - AUG 07, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

Description of the Defect : General Motors has decided to conduct a safety recall for certain 2024 model year Buick Encore GX and Envista and Chevrolet Trax vehicles. The Virtual Cockpit Unit Module (VCU) in these vehicles may contain software that can cause the instrument panel display to intermittently blackout at vehicle startup or while driving.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the instrument panel display blacks out while driving, it may cause unnecessary diversion of the driver's attention, increasing the risk of a crash.

Description of the Cause : A VCU software error.

Identification of Any Warning NR  
that can Occur :

## Involved Components :

Component Name 1 : MODULE ASM-RDO & INFOTAINMENT CONT

Component Description : Virtual Cockpit Unit Module (VCU)

Component Part Number : 86519681

## Supplier Identification :

### Component Manufacturer

Name : LG Electronics

Address : 10, Magok-10ro, Gangseo-gu,  
Seoul Foreign States 07796  
Country : Korea, Republic of

## Chronology :

On August 17, 2023, GM's Safety and Field Action Decision Authority (SFADA) decided to issue a service update bulletin to update the VCU software in certain 2024 Buick Encore GX, Envista, and Chevrolet Trax vehicles to correct an issue where the VCU software could, on rare occasions, cause the instrument panel display to intermittently go black. On September 19, 2023, GM Korea representatives met with officials from the Korea Automobile Testing & Research Institute (KATRI), during which KATRI indicated that it would require that this condition be corrected through a safety recall rather than a service update.

GM is aware of 255 complaints globally (out of 75,677 vehicles) of instrument panel blackout received from May 12, 2023 to September 25, 2023. GM is not aware of any accidents or injuries associated with this condition. On October 30, 2023, and in response to KATRI's demand, GM's Safety and Field Action Decision Authority decided to conduct this previously launched field action as a safety recall.

## Description of Remedy :

Description of Remedy Program : General Motors will update the software in the vehicles' Virtual Cockpit Unit Module (VCU) to correct the condition. Owners who have accepted applicable terms and conditions will have the opportunity to accept these software changes using wireless over-the-air (OTA) technology without having to bring their vehicle to a dealership. Alternatively, owners may schedule to have the updates performed at a GM dealer.  
Pursuant to 49 C.F.R. § 573.13(d) (1), all covered vehicles are under warranty, so reimbursement is not offered.

How Remedy Component Differs from Recalled Component : The updated VCU software will correct the condition.

Identify How/When Recall Condition was Corrected in Production : Corrected software was fully implemented in production by August 5, 2023.

## Recall Schedule :

Description of Recall Schedule : Dealers will be notified on November 6, 2023. Owner notification is estimated to begin on December 22, 2023.

Planned Dealer Notification Date : NOV 06, 2023 - NOV 06, 2023

Planned Owner Notification Date : DEC 22, 2023 - DEC 22, 2023

\* NR - Not Reported