

Product Emission Recall

A202317281 Incorrect Catalytic Converter Assembled



Release Date: October 2020

Revision: 00

Attention: Vehicles involved in this recall were placed on stop delivery September 18, 2020. If the vehicle passes the inspection, the vehicle is released from stop delivery and can be delivered to the customer.

This bulletin contains an inspection procedure for both dealer inventory and customer vehicles. Vehicles that pass this inspection procedure can be delivered and closed using the “Inspect Catalytic Converter for Correct Part Number – No Further Action Required” labor code 9105315. It is estimated that a very small percentage of the involved vehicles will fail the inspection and require part replacement. **Vehicles that DO NOT PASS the inspection must be held and not delivered to customers.** This bulletin will be updated when the required parts become available, at which time those vehicles can be repaired, closed and delivered.

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.

All involved vehicles that are in New and Unsold dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the inspection contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Encore GX	2020	2020	LIH	Engine-Gas (E0-15),3 CYL, 1.2L
Chevrolet	Trailblazer	2021	2021		

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 emission recall on certain 2020 model year Buick Encore GX and 2021 model year Chevrolet Trailblazer vehicles with a 1.2L engine (RPO LIH). These vehicles may have received incorrect catalytic converter parts that do not meet all emission system requirements.
Inspection	Dealers are to inspect the catalytic converter.

Parts

No parts are required for this inspection procedure.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105315*	Inspect Catalytic Converter for Correct Part Number – No Further Action Required	0.3	ZFAT	N/A
9105316**	Failed Inspection – Incorrect Part Number Indicated, Hold Vehicle	0.3	ZFAT	N/A
9105320	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	***

* Only use for vehicles that pass inspection.

** Only use for vehicles that have failed inspection. **Hold vehicle until the bulletin is updated with notification that the service parts are available. Document part number found during inspection when using this labor code.**

Floor Plan Reimbursement – NEW INVENTORY ONLY

*** **USA & Canada Only** - Vehicles eligible for floor plan reimbursement are to submit the amount in “Net Item” and 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 18, 2020) to the date the repair is completed and the vehicle is ready for sale (not to exceed 18 days):

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2020 Buick Encore GX	\$3.17	\$3.89
2021 Chevrolet Trailblazer	\$3.11	\$3.83

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Service Procedure



5654981

1. Inspect the catalytic converter part number. Refer to *Catalytic Converter Heat Shield Replacement (Lower)* to remove the shield for inspection.



5654982

- 1.1. If the vehicle has part number 55515139 catalytic converter installed, no further action is required.
- 1.2. If the vehicle **DOES NOT** have part number 55515139 catalytic converter installed, put vehicle on hold until parts are available. Service parts are currently NOT available. This vehicle must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use until further instructions are received.

Dealer Responsibility

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. 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 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.

*****THE FOLLOWING 2 PARAGRAPHS ARE NOT FOR CANADA OR EXPORT*****

When a California emissions recall is completed by a GM dealer, the dealer must provide the vehicle owner a "Proof of Correction Certificate" which the owner may need to present to the California Department Of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration.

Additional Certificates can be obtained, at no charge, from the 1Store application in GlobalConnect. Request GM Item Number 1825 when ordering.

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 (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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TBD 2020

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 2020 model year Buick Encore GX or 2021 Chevrolet Trailblazer, equipped with a 1.2L 3 cylinder gas engine, may have received the incorrect catalytic converter parts that do not meet all emission system requirements.

What Will Be Done: Your GM dealer will inspect the catalytic converter and replace if the correct part was not installed. This service will be performed for you at **no charge**. Eligibility for this service will not be denied solely due to your vehicle having non-GM parts or repairs performed by outlets other than a GM franchised dealer.

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.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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.

IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

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

Maryann L. Combs
Vice President
Global Vehicle Safety

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5531
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 2, 2020

Subject: A202317281 - Emission Recall
Incorrect Catalytic Converter Assembled

Models: 2020 Buick Encore GX
2021 Chevrolet Trailblazer
Equipped with 1.2L gas engine (RPO LIH)

To: All General Motors Dealers

General Motors is releasing Emission Recall A202317281 today. The total number of U.S. vehicles involved is approximately 93. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery September 18, 2020 under Reference A202317280. Once the inspection procedure contained in Emission Recall A202317281 has been performed and passed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Customer Letter Mailing

The customer letter mailing will be scheduled in the near future.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated October 3, 2020 or sooner. When updated, IVH will show the new Emission Recall (A202317281) in "open" status, and the Stop Delivery (A202317280) in "closed" status. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS