

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6468
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 28, 2023

Subject: A232398131 - Emission Recall
Incorrect Catalytic Converter Installed

Models: 2023 Buick Encore GX
2023 Chevrolet Trailblazer
Equipped with 1.2L Engine (RPO LIH)

To: All General Motors Dealers

General Motors is releasing Emission Recall A232398131 today. The total number of U.S. vehicles involved is approximately 1,494. Please see the attached bulletin for details.

As previously communicated on February 16, 2023, via GlobalConnect Message GCUS-3-2819, vehicles involved in field action A232398130 were placed on Stop Delivery. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from Stop Delivery and the vehicle can be delivered to the customer. VINs previously included in Stop Delivery Reference A232398130 have been moved to Emission Recall A232398131.

Customer Letter Mailing

The customer letter mailing will begin in March 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated February 28, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Emission Recall

A232398131 Incorrect Catalytic Converter Installed



Release Date: February 2023

Revision: 00

Attention: Vehicles involved in this recall were placed on stop delivery February 16, 2023. 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.

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	2023	2023	LIH	1.2L, 3-cylinder, gas engine
Chevrolet	Trailblazer				

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 2023 Buick Encore GX and Chevrolet Trailblazer vehicles with a 1.2L engine (RPO LIH). These vehicles may have been built with an incorrect catalytic converter part that does not meet all emission system requirements.
Correction	Dealers are to inspect the catalytic converter and replace if the correct part was not installed.

Parts

Quantity	Part Name	Part No.
1	Warm Up Three Way Catalytic Converter	55515139

It is estimated that only 32 out of 1,500 involved vehicles may require parts replacement. **Due to the small number of vehicles anticipated that may need this repair and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106737	Inspect Only – Verified Correct Catalytic Converter, Released Vehicle	0.3	ZFAT	N/A
9106738	Catalytic Converter Replacement (includes inspection)	1.3	ZFAT	N/A

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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

- If the vehicle has part number 55515139 catalytic converter installed, no further action is required. This is the correct part number. The field action may be closed and the Catalytic Converter Heat Shield reinstalled.
 - If the vehicle **DOES NOT** have part number **55515139** catalytic converter installed, **replace the Catalytic Converter. Refer to *Warm Up Three-Way Catalytic Converter Replacement (LIH)* in SI.**
2. 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.
 3. 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: 239813.

Emission Recall

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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/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 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.

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 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. The vehicle may fail a state or local emission inspection test if the recall work is not completed.

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**

Emission Recall

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March 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 model year Buick Encore GX or Chevrolet Trailblazer, equipped with a 1.2L gas engine, may have been built with an incorrect catalytic converter that does 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 2023 model year Buick Encore GX or Chevrolet Trailblazer 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 90 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.

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.

Regina A. Carto
Vice President
Global Product Safety and Systems

GM Recall: A232398131