

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6533
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 18, 2023

Subject: N232395980 - Customer Satisfaction Program
Owner Manual Insert Trailer Weight Incorrect

Models: 2021 Buick Envision
2021 Cadillac XT4

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N232395980 today. The total number of U.S. vehicles involved is approximately 51,098. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on May 2, 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated April 18, 2023. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N232395980 Owner Manual Insert Trailer Weight Incorrect



Release Date: April 2023

Revision: 00

Attention: This program is in effect until April 30, 2025.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Envision	2021	2021		
Cadillac	XT4				

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	Certain 2021 model year Buick Envision and Cadillac XT4 vehicles, may have an incorrect trailer weight rating in the owner manual.
Correction	Dealers are to print and insert the revised owner manual page.

Parts

There are no parts required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106783	Print and Install Owner Manual Insert	0.1	ZFAT	N/A

Service Procedure

- Determine the vehicle make and model.
 - If the vehicle is a Buick Envision, see Buick Envision below.
 - If the vehicle is a Cadillac XT4, see Cadillac XT4 below.

Buick Envision

- Print the appropriate language owner manual insert(s) for your service area. (see examples on next page).
 - For US: English version
 - For CA: English & French versions
 - For MX: Spanish Version
- Locate the owner manual.
- Install the owner manual inserts to the owner's manual.

Customer Satisfaction Program

N232395980 Owner Manual Insert Trailer Weight Incorrect



Insert to the 2021 Buick Envision Owner's Manual

This information replaces the information under "Maximum Trailer Weight" found in the "Trailer Towing" Section of the owner's manual.

Maximum Trailer Weight

The maximum trailer weight rating is calculated assuming the tow vehicle has a driver, a front seat passenger, and all required trailering equipment. This value represents the heaviest trailer the vehicle can tow, but it may be necessary to reduce the trailer weight to stay within the GCW, GVWR, maximum trailer tongue load, or GAWR-RR for the vehicle.

Use the tow rating chart to determine how much the trailer can weigh, based on the vehicle model and options.

Vehicle	Maximum Trailer Weight	GCWR*	Maximum Tongue Weight
2.0L I4 Gas Engine (LSY)	680 kg (1500 lb)	2 700 kg (5,952 lb)	68 kg (150 lb)

*The Gross Combination Weight Rating (GCWR) is the total allowable weight of the completely loaded vehicle and trailer including any passengers, cargo, equipment, and conversions. The GCWR for the vehicle should not be exceeded.



Litho in U.S.A.
Part No. 21BUJENVINS2_ENUS

©2023 General Motors LLC. All Rights Reserved.

6309710

Insérer le Guide du propriétaire de la Buick Envision 2021

Cette information remplace l'information de la rubrique « Poids maximal de la remorque », dans la section « Remorquage » du Guide du propriétaire.

Poids maximal de la remorque

Le poids nominal maximal de la remorque est calculé en supposant que le véhicule tracteur a un conducteur, un passager avant et tout l'équipement de remorquage requis. Cette valeur représente la remorque la plus lourde que le véhicule peut tracter, mais il peut être nécessaire de réduire le poids de la remorque pour rester dans les limites du PBC, du PNBV, de la charge maximale au timon remorque ou du PNBV-AR du véhicule.

Utiliser le tableau des spécifications de remorquage pour déterminer quel poids peut atteindre la remorque, en fonction du modèle et des options du véhicule.

Véhicule	Poids maximal de la remorque	PNBC*	Poids au timon maximal
Moteur à essence 2.0L I4 (LSY)	680 kg (1500 lb)	2 700 kg (5 952 lb)	68 kg (150 lb)

*Le poids nominal brut en charge (PNBC) est le poids total autorisé d'un véhicule avec remorque complètement chargé, y compris les passagers, le chargement, l'équipement et les transformations. Le PNBC du véhicule ne devrait pas être dépassé.



Imprimé aux États-Unis
Numéro de pièce 21BUJENVINS2_FRCA

©2023 General Motors LLC. Tous droits réservés.

6325168

Customer Satisfaction Program

N232395980 Owner Manual Insert Trailer Weight Incorrect



Insertar en el manual del propietario del Buick Envision 2021

Esta información reemplaza la información bajo "Peso máximo de remolque" que se encuentra en la sección "Arrastre de remolque" del manual del propietario.

Peso máximo del remolque

La clasificación de peso máximo de remolque se calcula asumiendo que el vehículo de remolque tiene un conductor, el pasajero del asiento delantero, y todo el equipo de remolque requerido. Este valor representa el remolque más pesado que el vehículo puede remolcar, pero puede ser necesario reducir el peso del remolque para mantenerse dentro del GCW, GVWR, carga máxima de la lengüeta del remolque o GAWR-RR para el vehículo.

Utilice la tabla de clasificación de remolque para determinar cuánto puede pesar el remolque, con base en el modelo y las opciones del vehículo.

Vehículo	Peso máximo del remolque	GCWR*	Máximo peso vertical
Motor de gasolina L4 2.0L (LSY)	680 kg (1500 lb)	2,700 kg (5,952 lb)	68 kg (150 lb)

*La Clasificación de peso bruto combinado (GCWR) es el peso total permisible del vehículo y el remolque completamente cargados, incluidos todos los pasajeros, la carga, el equipo y las conversiones. No se debe exceder la GCWR del vehículo.



Impreso en los EE.UU.
Número de parte 21BUIENVINS2_ESMX

©2023 General Motors LLC. Todos los derechos reservados.

6325171

Cadillac XT4

- Print the appropriate language owner manual insert(s) for your service area. (see examples on next page).
 - For US: English version
 - For CA: English & French versions
 - For MX: Spanish Version
- Locate the owner manual.
- Install the owner manual inserts to the owner's manual.

Insert to the 2021 Cadillac XT4 Owner's Manual

This information replaces the information under "Maximum Trailer Weight" found in the "Trailer Towing" Section of the owner's manual.

Maximum Trailer Weight

The maximum trailer weight rating is calculated assuming the tow vehicle has a driver, a front seat passenger, and all required trailering equipment. This value represents the heaviest trailer the vehicle can tow, but it may be necessary to reduce the trailer weight to stay within the GCW, GVWR, maximum trailer tongue load, or GAWR-RR for the vehicle.

Use the tow rating chart to determine how much the trailer can weigh, based on the vehicle model and options.

Vehículo	Maximum Trailer Weight	GCWR*	Maximum Tongue Weight
2.0L L4 Gas Engine (LSY) with Base Cooling System	1134 kg (2,500 lb)	3 150 kg (6,945 lb)	113 kg (250 lb)
2.0L L4 Gas Engine (LSY) with Heavy Duty Cooling System	1 588 kg (3,500 lb)	3 600 kg (7,936 lb)	159 kg (350 lb)

*The Gross Combination Weight Rating (GCWR) is the total allowable weight of the completely loaded vehicle and trailer including any passengers, cargo, equipment, and conversions. The GCWR for the vehicle should not be exceeded.



Litho in U.S.A.
Part No. 21CADXT4INS2_ENUS

©2023 General Motors LLC. All Rights Reserved.

6309712

Customer Satisfaction Program

N232395980 Owner Manual Insert Trailer Weight Incorrect



Insérer le Guide du propriétaire de la Cadillac XT4 2021

Cette information remplace l'information de la rubrique « Poids maximal de la remorque », dans la section « Remorquage » du Guide du propriétaire.

Poids maximal de la remorque

Le poids nominal maximal de la remorque est calculé en supposant que le véhicule tracteur a un conducteur, un passager avant et tout l'équipement de remorquage requis. Cette valeur représente la remorque la plus lourde que le véhicule peut tracter, mais il peut être nécessaire de réduire le poids de la remorque pour rester dans les limites du PBC, du PNBV, de la charge maximale au timon remorque ou du PNBV-AR du véhicule.

Utiliser le tableau des spécifications de remorquage pour déterminer quel poids peut atteindre la remorque, en fonction du modèle et des options du véhicule.

Véhicule	Poids maximal de la remorque	PNBC*	Poids au timon maximal
Moteur essence 2.0L I4 (LSY) avec système de refroidissement d'entrée de gamme	1 134 kg (2 500 lb)	3 150 kg (6,945 lb)	113 kg (250 lb)
Moteur essence 2.0L I4 (LSY) avec système de refroidissement pour service sévère	1 588 kg (3 500 lb)	3 600 kg (7,936 lb)	159 kg (350 lb)

*Le poids nominal brut en charge (PNBC) est le poids total autorisé d'un véhicule avec remorque complètement chargé, y compris les passagers, le chargement, l'équipement et les transformations. Le PNBC du véhicule ne devrait pas être dépassé.



Imprimé aux États-Unis
Numéro de pièce 21CADXT4INS2_FRCA

© 2023 General Motors LLC. Tous droits réservés.

6325117

Insertar en el manual del propietario del Cadillac XT4 2021

Esta información reemplaza la información bajo "Peso máximo de remolque" que se encuentra en la sección "Arrastre de remolque" del manual del propietario.

Peso máximo del remolque

La clasificación de peso máximo de remolque se calcula asumiendo que el vehículo de remolque tiene un conductor, el pasajero del asiento delantero, y todo el equipo de remolque requerido. Este valor representa el remolque más pesado que el vehículo puede remolcar, pero puede ser necesario reducir el peso del remolque para mantenerse dentro del GCWR, GVWR, carga máxima de la lengüeta del remolque o GAWR-RR para el vehículo.

Utilice la tabla de clasificación de remolque para determinar cuánto puede pesar el remolque, con base en el modelo y las opciones del vehículo.

Vehículo	Peso máximo del remolque	GCWR*	Máximo peso vertical
Motor de gasolina 2.0L I4 (LSY) con sistema de enfriamiento base	1,134 kg (2,500 lb)	3,150 kg (6,945 lbs)	113 kg (250 lb)
Motor de gasolina 2.0L I4 (LSY) con sistema de enfriamiento de servicio pesado	1,588 kg (3,500 lb)	3,600 kg (7,936 lbs)	159 kg (350 lb)

*La Clasificación de peso bruto combinado (GCWR) es el peso total permisible del vehículo y el remolque completamente cargados, incluidos todos los pasajeros, la carga, el equipo y las conversiones. No se debe exceder la GCWR del vehículo.



Impreso en los EE.UU.
Número de parte 21CADXT4INS2_ESMX

© 2023 General Motors LLC. Todos los derechos reservados.

6325120

Dealer Responsibility

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

Customer Satisfaction Program

N232395980 Owner Manual Insert Trailer Weight Incorrect



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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through April 30, 2025. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program 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 program enters your vehicle inventory or is in your facility for service through April 30, 2025, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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 field action. 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 field action 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 program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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**

Customer Satisfaction Program

N232395980 Owner Manual Insert Trailer Weight Incorrect



May 2023

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2021 model year Buick Envision or Cadillac XT4 may have an incorrect trailer weight rating in the owner manual.

Your satisfaction with your Envision or XT4 is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: A replacement owner manual insert, describing the correct trailer weight rating procedure is included with this letter.

What You Should Do: Find the enclosed replacement owner manual insert. Add the insert to the vehicle owner manual and keep them with your vehicle for future reference.

If you have any questions or concerns that your dealer is unable to resolve, please contact 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
Cadillac	1-800-333-4223	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	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosure
N232395980