



**GENERAL MOTORS LLC**  
Vehicle Safety and Crashworthiness

March 28, 2013

Ms. Nancy Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Recall Management Division (NVS-215)  
1200 New Jersey Avenue, SE – Room W45-306  
Washington, DC 20590

Dear Ms. Lewis:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors to conduct a safety related recall for certain 2013 model year Buick Encore vehicles.

573.6(c)(1): Buick Brand of General Motors Company

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 model year Buick Encore vehicles that are equipped with a heated steering wheel. The steering wheel fastener may not have been properly installed. If it was not installed properly, it could allow the steering wheel to come loose and/or separate from the steering column. If this were to happen while the vehicle was moving, the driver could lose the ability to steer the vehicle, potentially leading to a crash.

573.6(c)(6): On March 20, 2013, GM North America was made aware of a steering wheel separation on a GM Korea manufactured vehicle similar to the Buick Encore assembled at the same plant. The investigation by GM Korea found that a part shortage led to certain Buick Encore vehicles to be built with non-heated steering wheels and later retrofitted with the required heated steering wheels. The vehicles requiring a retrofit had been quarantined. When they were retrofitted later, the required heated steering wheels were not properly fastened.

The issue was presented to the Field Performance Evaluation Review Committee for review, and on March 22, 2013, the Executive Field Action Decision Committee decided to conduct a safety recall.

573.6(c)(8): Dealers are to inspect the steering wheel to ensure that the fastener is installed properly.

On March 21, 2013, a Stop Delivery at was sent to dealers, and GMNA began contacting customers for the vehicle inspection.



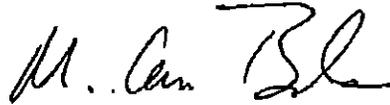
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GM sent the dealer bulletin on March 21, 2013, and anticipates mailing owner letters on April 12, 2013.

Pursuant to 577.11(e), GM does not plan to provide notice about reimbursement to owners because all involved vehicles are covered under the new vehicle warranty.

573.6(c)(10): GM will provide copies of the dealer bulletin and owner letter under separate cover.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Carmen Benavides". The signature is stylized with a large, sweeping flourish at the end.

M. Carmen Benavides, Director  
Product Investigations and Safety Regulations

13098  
Attachment

573.6(c)(2),(3),(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR  
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Buick	J	2013	144	12/09/2012	12/28/2012	Encore	*
Estimated GM Total:			144				

\* All involved vehicles will be corrected as necessary.

573.6(c)(2)(iv): N/A

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