GENERAL FAQs:

Which vehicles are involved?
2016 model year Buick Enclave, GMC Acadia and Chevrolet Traverse vehicles.

Which label is involved?
The window label that includes the EPA-estimated fuel economy and pricing information for the vehicle.

What is the condition?
An inadvertent error was discovered on the fuel economy label on these vehicles. The error caused the EPA-estimated fuel economy to be listed on the window label as 1-2 MPG higher than it should have been. Actual MPG will depend upon multiple factors including driving conditions and driver behavior. GM has informed the EPA about this condition.

How did GM discover this condition?
The inadvertent error was discovered as GM engineers worked on the 2017 model year window labels. They found that the 2016 model year labels were calculated incorrectly.

What are the corrected 2016 model year fuel economy values?
The EPA approved estimated fuel economy values are as follows:

FWD: Combined City/Hwy 18 MPG, City 15 MPG, Highway 22 MPG
AWD: Combined City/Hwy 17 MPG, City 15 MPG, Highway 22 MPG

Detailed information will be provided on the corrected label.

When will the corrected labels be provided?
GM will mail labels to owners in 2-3 weeks. If customers have issues, a GM dealership will be able to reprint labels.

Does this affect the safety or drivability of the vehicle?
No. Customers can continue to operate their vehicle.

COMPENSATION PROGRAM FAQs:

Why is GM compensating customers?
GM is reimbursing customers who may pay more for fuel than they expected after viewing the incorrect window label when they purchased or leased their vehicle. The error was 1-2 MPG depending on model.

What is the reimbursement and how was it determined?
Purchase customers will be offered a choice between a debit card or a 48-month/60,000-mile Protection Plan. The Protection Plan option is designed for high-mileage customers and those who plan to keep their vehicle for an extended period of time. Lease customers will be offered a debit card.

The reimbursement is based on the same assumptions used in the EPA formula on the window label to calculate expected future fuel costs: a fuel price of $3 per gallon and 15,000 miles of annual driving for five years.

When and how will customers be notified of the compensation program?
Customer letters were sent via FedEx beginning May 25, 2016. The letters include instructions on how to obtain reimbursement for error.

Are customers in Canada included?
Yes. There will be a similar program in Canada.

Is GM requiring customers to sign a legal release?
Yes. We believe we are providing full reimbursement, so we feel a release is appropriate.

How long will it take for me to be compensated?
Please allow up to 4 weeks from completion of the website process.

Who should I contact to check the status of my compensation?
Please allow up to 4 weeks to receive compensation. After that timeframe, customers can contact the Chevrolet, Buick or GMC Redemption Center listed in their confirmation email.
I received the compensation letter, but my name or VIN are not correct. Who can I contact? Contact the Chevrolet, Buick or GMC Customer Relations Center listed in their letter for assistance.

**WEBSITE FAQs:**

The website does not recognize my VIN or PIN. Contact the Chevrolet, Buick or GMC Customer Relations Center listed in their letter for assistance.

How would I know if my request for compensation was processed on the website? A confirmation number is generated on the website once all of the necessary steps are completed. The page can be printed for your records. In addition, a confirmation email is sent almost immediately to the email address provided during the process.

I'm receiving an error on the website. Who can I contact? Contact the Chevrolet, Buick or GMC Customer Relations Center listed in their letter for assistance.

**DEBIT CARD FAQs:**

Is the debit card transferable? No. It will only be issued in the name of the original owner.

Would it be possible to convert the debit card to cash? No. We are unable to convert the dollar value of the debit card to cash, however, the debit card can be used to purchase goods and services once it is received.

Where can the debit card be used? The debit card is accepted at millions of locations worldwide from retail stores to online, mail and phone orders.