

2021 BUICK

ENCORE





SAFET	07	S(YOU)V	01
CONNECTIVITY	09	DESIGN	02
COLORS	10	PERFORMANCE	04
FEATURES	11	VERSATILITY	05
BUICK FAMILY	12	REFINEMENT	06

THE BUICK S(YOU)V FAMILY

S(YOU)V

Having a vehicle that truly fits your life can make all the difference.

That's why Buick has created not one, but four distinctly different SUVs. Choose the one that best suits your lifestyle and you'll be rewarded with performance, versatility, safety and style that feel custom-made just for you.

Simply put, we build every Buick not to change your life, but to fit your life. At the heart of our sport utility vehicles isn't just utility. What's at the heart of a Buick SUV is actually you.



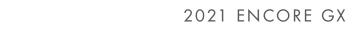




ENCORE









2021 ENCORE GX ESSENCE WITH SPORT TOURING PACKAGE

2020 ENVISION





Encore Preferred shown in White Frost Tricoat with available features.

ENCORE | 2

LASTING IMPRESSIONS ARE ITS SPECIALTY

From first impressions to daily inspiration, Encore delivers again and again. The unique winged grille and LED daytime running lamps elevate the sculptural details. To further set Encore apart, its athletic stance is paired with distinctively designed wheels. Add its sporty, turbocharged performance and you have all the style and power needed to carve your own path.









ROOM FOR FIVE AND BRIMMING WITH SURPRISES

Sweeping surfaces and spacious seating set the stage for a refined, welcoming environment. Settle in and discover all of the modern amenities that surround you.

8" DIAGONAL COLOR TOUCH-SCREEN The vivid color display brings you a wide range of ways to stay entertained and informed via the Buick Infotainment System.¹

APPLE CARPLAY™ COMPATIBILITY² Just plug in your compatible iPhone® and you'll have easy access to your contacts, maps, Apple Music™ and other compatible apps on your Buick's color touch-screen. It's the convenient way to use your iPhone® while you drive.

and music on your touch-screen display. And with Google Maps, you can get voice-guided navigation and live traffic information while keeping your hands on the wheel and your eyes on the road.

¹Functionality varies by model. Full functionality requires compatible Bluetooth® and smartphone, and USB connectivity for some devices. ²Vehicle user interface is a product of Apple® and its terms and privacy statements apply. Requires compatible iPhone® and data plan rates apply. Apple CarPlay is a trademark of Apple, Inc. Siri, iPhone and Apple Music are trademarks of Apple, Inc., registered in the U.S. and other countries. ³Vehicle user interface is a product of Google™ and its terms and privacy statements apply. Requires the Android Auto app on Google Play and an Android™-compatible smartphone running Android 5.0 or higher. Data plan rates apply. Android Auto is a trademark of Google LLC.



Encore Preferred interior shown in Shale with Ebony accents and available features.



TURBOCHARGED PERFORMANCE WITH A FLAIR FOR FUN

CARVE YOUR OWN PATH Come for the sporty performance. Stay for the nimble maneuverability. Encore rewards in so many ways, making every ride a joyride, starting with a 1.4L turbocharged engine that is as advanced as it is purposeful. Add a tight turning radius and you have what it takes to savor every twist and turn the road has to offer.

ALL-WHEEL DRIVE Encore's available All-Wheel-Drive (AWD) system doesn't ask you to push buttons. It constantly monitors traction, and whenever it detects loss of traction, the AWD system automatically activates and sends power to the front or rear wheels with the best grip.

STABILITRAK To help you stay confidently in command of the road ahead, the StabiliTrak stability control system applies quick, precise force to the brakes when it senses a difference between the direction of the wheels and the steering wheel.



Encore Preferred shown in Ebony Twilight Metallic with available features.





ADD STYLE TO YOUR EVERY MOVE

WELL-SUITED FOR ANY TASK Encore gives you roomy seating for up to five. And thanks to its 60/40 split rear seats and flat-folding front-passenger seat, it also offers you the versatility to carry various combinations of passengers and cargo. So whether you need to seat your friends in surprisingly spacious luxury or load your belongings into the cargo area, Encore easily adapts.



FLEXIBLE CARGO SPACE The 60/40 split rear seats fold to create up to 48.4 cubic feet of cargo volume. Need to store your smaller valuables? There's an available cargo pullout under the front-passenger seat.

SECURITY COVER To help protect your possessions, cover your cargo area with the available cargo shade.

EXTRA-LONG CAPACITY You've got things to carry. Encore is here to help. The front-passenger seat folds flat to accommodate items up to 8 feet long!

¹Cargo and load capacity limited by weight and distribution.



ENCORE | 5

Back to Contents

SMALL TOUCHES AND LARGE STATEMENTS

QUIETTUNING™ TECHNOLOGY Buick QuietTuning technology with Active Noise Cancellation helps reduce, block and absorb unwanted noise by utilizing many measures, including triple door seals and acoustic laminated glass. A hushed cabin means you can better enjoy conversations, quiet time or Encore's sound system.

AVAILABLE POWER MOONROOF Treat your passengers to expansive views and fresh air with just a press of a button.

KEYLESS OPEN AND START Never fumble for your keys again. Keyless open and start allow you to quickly start and lock/unlock your Encore and access your liftgate without ever removing the key fob from your pocket or purse.







Encore Preferred shown in Ebony Twilight Metallic with available features.

ENCORE 6



A PRIORITY OF SAFETY

PERCEIVE To help make you more aware of your surroundings, Encore empowers you with available technologies that help raise your awareness of the road around you.

PREVENT When certain hazards are detected, available features on your Buick Encore can trigger alerts to let you know.

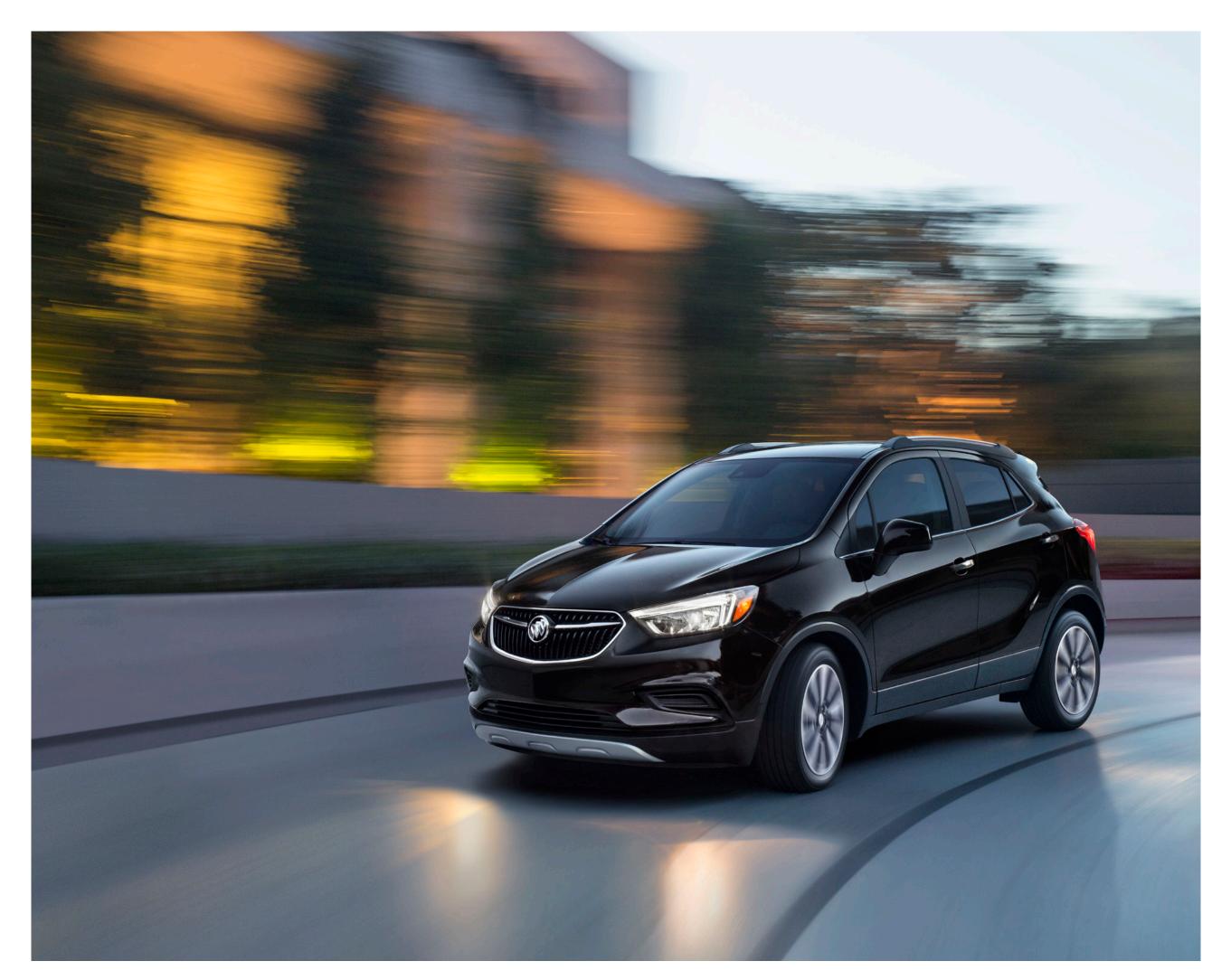
PROTECT In the event of a crash, strong structural dynamics, intelligent airbag systems¹ and other advanced safety systems work in concert to help protect you and your passengers.

AVAILABLE DRIVER-ASSISTANCE AND SAFETY TECHNOLOGIES

Front and Rear Park Assist • Rear Cross Traffic Alert • Lane
Departure Warning • Side Blind Zone Alert • Forward Collision
Alert • Rainsense wipers

For a detailed look at the active safety technologies available in the 2021 Encore, please visit buick.com/suvs/encore.

¹A NOTE ON CHILD SAFETY: Always use seat belts and the correct child restraint for your child's age and size, even with airbags. Even in vehicles equipped with the Passenger Sensing System, children are safer when properly secured in a rear seat in the appropriate infant, child or booster seat. Never place a rear-facing infant restraint in the front seat of any vehicle equipped with an active frontal airbag. See your vehicle Owner's Manual and child safety seat instructions for more safety information.







Safety or driver-assistance features are no substitute for the driver's responsibility to operate the vehicle in a safe manner. The driver should remain attentive to traffic, surroundings and road conditions at all times. Visibility, weather and road conditions may affect feature performance. Read the vehicle Owner's Manual for more important feature limitations and information.



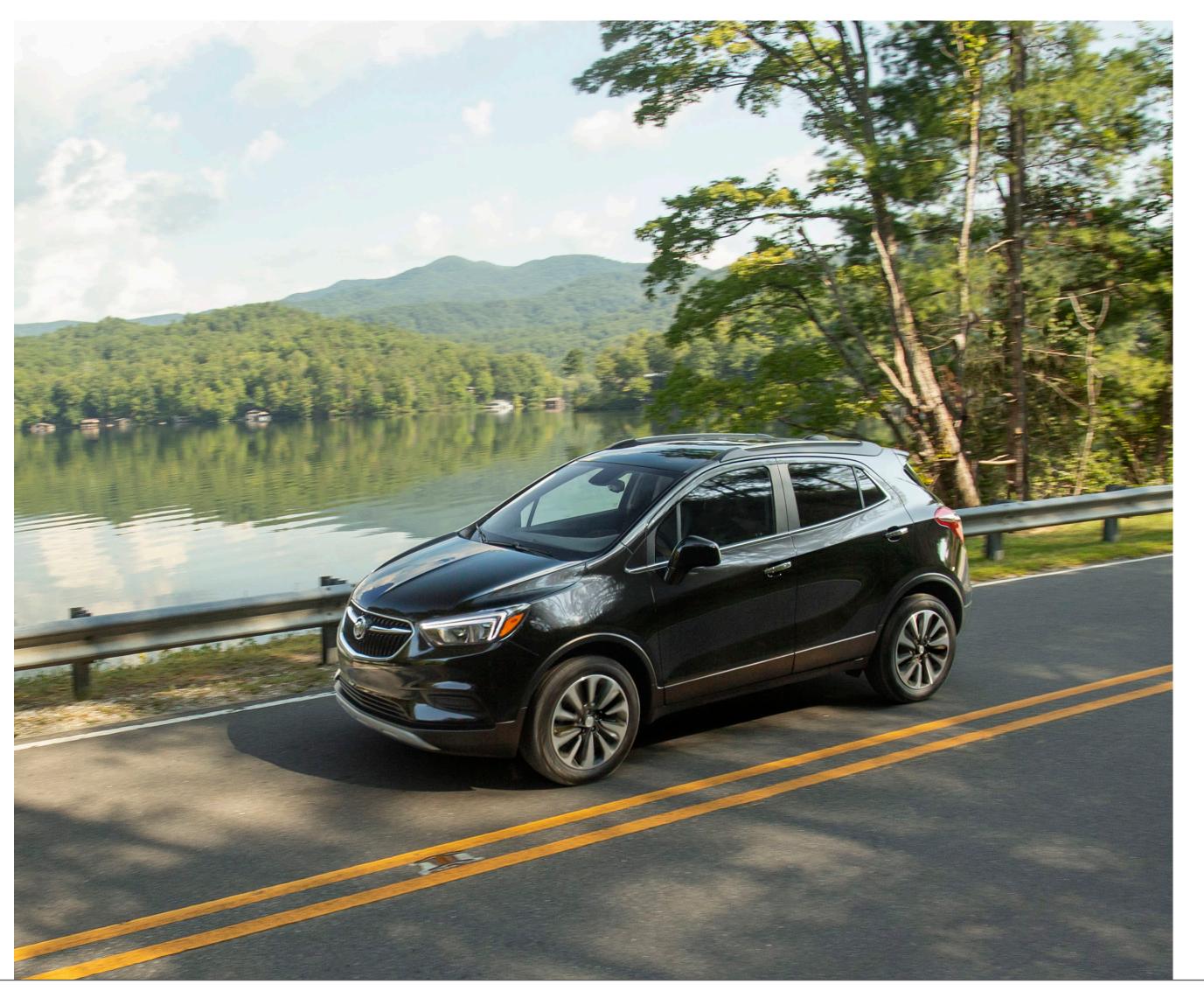
ONSTAR SAFETY AND SECURITY

DESIGNED FOR ADDED PEACE OF MIND As you travel with the ones you care about most, OnStar® is available to help empower every moment. With the OnStar Safety & Security Plan,¹ you can have a 24/7 lifeline to specially trained Advisors ready to help if you've been in a crash, your vehicle's been stolen,² you're lost or you need Roadside Assistance.³



EMERGENCY HELP WHEN IT MATTERS MOST If you are in a detected crash, available Automatic Crash Response⁴ can use your vehicle's built-in sensors to alert an Emergency-Certified Advisor⁵ who can send for help, even if you can't ask for it. Using Injury Severity Prediction technology, these specially trained Advisors can provide first responders with critical information, including the likelihood of serious injury. You can feel confident knowing OnStar Advisors are ready to help, 24/7.

with available Stolen Vehicle Assistance. They can pinpoint your vehicle's location, prevent it from restarting and work with local authorities to help recover it. They can even slow it down if authorities deem conditions are appropriate. Plus, with Theft Alarm Notification, you can be alerted via text, email and/or a phone call if your vehicle alarm sounds.





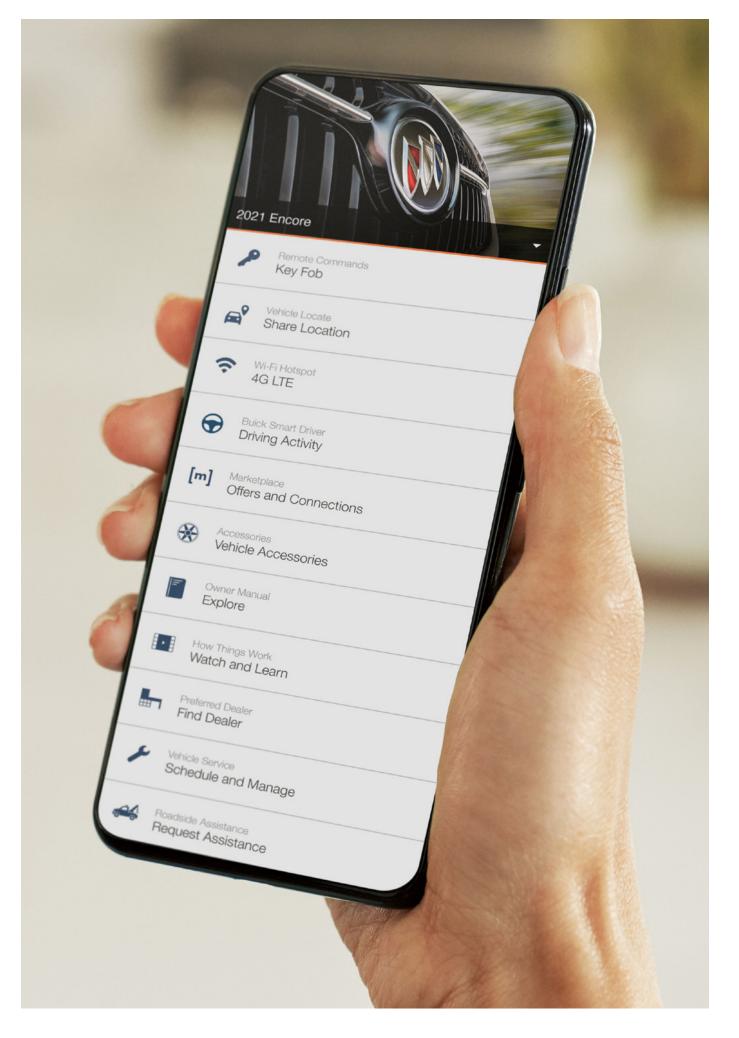
¹OnStar plan, working electrical system, cell reception and GPS signal required. OnStar links to emergency services. See onstar.com for details and limitations. ²Stolen Vehicle Assistance requires armed GM factory-installed theft-deterrent system, contact method on file and enrollment to receive alerts. Additional messaging and data rates may apply. Services are intended to assist with vehicle recovery and do not prevent theft or protect against damage or loss. ³Roadside services provided by Allstate Roadside Services. ⁴Not all vehicles may transmit all crash data. ⁵OnStar Emergency Advisors are certified by the International Academies of Emergency Dispatch.



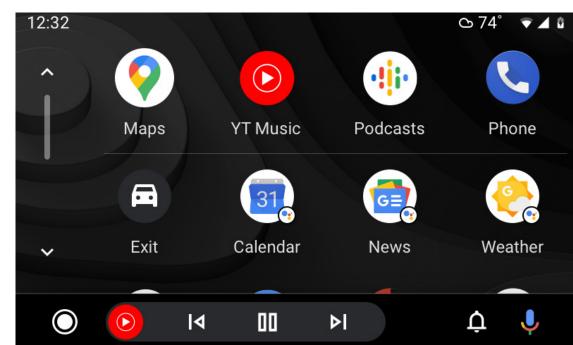
GIVING CONNECTIVITY A STARRING ROLE

with a host of available in-vehicle benefits. Connected Access¹ offers the latest technology to help you improve every drive—and you get standard connectivity for up to 10 years, giving you access to features like monthly diagnostic emails and the ability to order and pay for takeout food and purchase fuel through Marketplace in your vehicle's in-dash infotainment system.² You can also take your ownership experience to new levels by upgrading to other Buick Connected Services.

myBUICK MOBILE APP³ When you download the available myBuick mobile app, you can have access to features like scheduling service, getting tips to help improve your driving, instant offers from select nearby merchants and other ways to simplify your ownership experience. When you upgrade to Remote Access,³ you can remotely start and stop your vehicle (if equipped), check fuel levels and even set and share notifications for vehicle arrivals and departures.







AVAILABLE 4G LTE WI-FI® HOTSPOT⁴ An available 4G LTE Wi-Fi® Hotspot supports up to seven devices from up to 50 feet away from the vehicle. So your passengers can use their favorite apps to stream movies, watch TV, play games, listen to music and check social media on the go.

APPLE CARPLAY™ COMPATIBILITY⁵ Just plug in your compatible iPhone® and you'll have easy access to your contacts, maps and some of the apps that you're familiar with on your vehicle's color touch-screen. You can also have Siri® send and read your text messages, and you can listen to all of your content from Apple Music™ and other compatible audio apps.

ANDROID AUTO COMPATIBILITY⁶ Android Auto makes it easy to use the touch-screen display in your Encore to access your phone, texts and music. And with Google Maps, you can get voice-guided navigation, live traffic information, lane guidance and more while keeping your hands on the wheel and your eyes on the road.

1Standard connectivity available only to original purchaser for up to 10 years. Connected Services vary by vehicle model and require active service plan, working electrical system, cell reception and GPS signal. Does not include emergency or security services. See onstar.com for details and further plan limitations. ²Functionality varies by model. Full functionality requires compatible Bluetooth and smartphone, and USB connectivity for some devices. ³The myBuick mobile app requires compatible Apple® or Android device and data connection. Remote Access Plan does not include emergency or security services. See onstar.com for details and limitations. Lock/unlock feature requires automatic locks. Remote start requires GM factory-installed and enabled remote-start system. Vehicle locate is in the U.S., Canada and Mexico only. Requires select paid plan. Service is designed to locate compatible connected vehicles. Eligibility varies by vehicle model. Functionality varies by mobile device. Message and data rates may apply. Requires contact method on file and enrollment to receive alerts. Terms and limitations apply. ⁴Service varies with conditions and location. Requires active service plan and paid AT&T® data plan. See onstar.com for details and limitations. Vehicle must be on or in accessory position for Wi-Fi® to function. 5Vehicle user interface is a product of Apple® and its terms and privacy statements apply. Requires compatible iPhone® and data plan rates apply. Apple CarPlay is a trademark of Apple, Inc. Siri, iPhone and Apple Music are trademarks of Apple, Inc., registered in the U.S. and other countries. ⁶Vehicle user interface is a product of Google and its terms and privacy statements apply. Requires the Android Auto app on Google Play and an Android-compatible smartphone running Android 5.0 or higher. Data plan rates apply. Android Auto is a trademark of Google LLC.

ENCORE 9

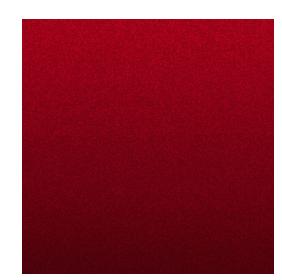


COLOR PALETTE

EXTERIOR COLORS Exterior colors are subject to change. Visit buick.com for current availability.



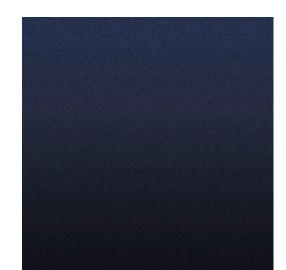




Cinnabar Metallic¹



Quicksilver Metallic¹ Ebony Twilight Metallic¹



Dark Moon Blue Metallic¹

¹Additional charge; premium paint. Not available on Encore (1SV) trim level.

INTERIOR COLORS

Summit White



Shale Cloth Seats With Shale and Ebony Leatherette Accents²



Ebony Cloth Seats With Ebony Leatherette Accents³

ENCORE | 10

WHEEL

18" 10-Spoke Aluminum With Technical Gray Pockets Standard on all models.





²Not available on Encore (1SV) trim level. Available on Preferred. ³Standard on Encore (1SV) trim level. Available on Preferred.

KEY FEATURES

STANDARD O AVAILABLE - NOT AVAILABLE	ENCORE (1SV)	PREFERRED
1.4L TURBO ENGINE WITH VARIABLE VALVE TIMING (VVT) AND DOHC	•	•
60/40 SPLIT-FOLDING REAR SEAT	•	•
10 AIRBAGS ¹	•	•
KEYLESS OPEN AND START	•	•
APPLE CARPLAY™ COMPATIBILITY ²	•	•
ANDROID AUTO™ COMPATIBILITY³	•	•
BUICK INFOTAINMENT SYSTEM ⁴ WITH 8" DIAGONAL TOUCH-SCREEN	•	•
3 MONTHS OF SIRIUSXM®5 ALL ACCESS TRIAL	•	•
QUIETTUNING™ TECHNOLOGY WITH ACTIVE NOISE CANCELLATION	•	•
STABILITRAK STABILITY CONTROL SYSTEM	•	•
BUILT-IN WI-FI® HOTSPOT ⁶ WITH AVAILABLE 4G LTE DATA (Includes data trial for 1 month or 3GB, whichever comes first)	•	•
HALOGEN HEADLAMPS WITH LED DAYTIME RUNNING LAMPS	•	•
CARGO SHADE	_	•
FLOOR MATS, FRONT AND REAR, CARPETED	-	•
REMOTE VEHICLE STARTER SYSTEM	_	•
SIDE BLIND ZONE ALERT ⁷	_	08
REAR CROSS TRAFFIC ALERT ⁷	_	08
FORWARD COLLISION ALERT ⁷	_	09
FRONT AND REAR PARK ASSIST ⁷	_	09
RAINSENSE FRONT WIPERS	_	09
ALL-WHEEL DRIVE	_	0
POWER MOONROOF	_	0

See your Buick dealer or buick.com for more feature details and requirements.

ENCORE | 11

PACKAGES

Safety Package ⁷ (Available on Preferred)	Includes Side Blind Zone Alert, Rear Cross Traffic Alert and 120-volt power outlet located at the rear of the center console.
Safety Package II ⁷ (Available on Preferred)	Includes Front and Rear Park Assist, Forward Collision Alert, Lane Departure Warning and Rainsense front wipers.

See your Buick dealer or buick.com for more feature details and requirements.

DIMENSIONS (INCHES)

CAPACITIES

Wheelbase	100.6
Overall length	168.4
Body width	70.1
Overall height	65.3
Track width, front/rear	60.7/60.6
Head room, front/rear	39.6/38.8
Shoulder room, front/rear	54.2/52.5
Hip room, front/rear	51.7/50.1
Leg room, front/rear	40.8/35.8

Engine Type	1.4L DOHC Turbo with VVT
Horsepower	138 @ 4900 rpm
Torque	148 lb-ft @ 1850 rpm
EPA-estimated mpg	25 city/30 hwy FWD, 24 city/29 hwy AWD
Fuel Tank (approx.)	14.0 gallons
Cargo Capacity ¹⁰	48.4 cu. ft. behind first-row seats with second-row seats folded 18.8 cu. ft. behind second-row seats

¹A NOTE ON CHILD SAFETY: Always use seat belts and the correct child restraint for your child's age and size, even with airbags. Even in vehicles equipped with the Passenger Sensing System, children are safer when properly secured in a rear seat in the appropriate infant, child or booster seat. Never place a rear-facing infant restraint in the front seat of any vehicle equipped with an active frontal airbag. See your vehicle Owner's Manual and child safety seat instructions for more safety information. ²Vehicle user interface is a product of Apple® and its terms and privacy statements apply. Requires compatible iPhone® and data plan rates apply. Apple CarPlay is a trademark of Apple, Inc. Siri, iPhone and Apple Music are trademarks of Apple, Inc., registered in the U.S. and other countries. ³Vehicle user interface is a product of Google™ and its terms and privacy statements apply. Requires the Android Auto app on Google Play and an Android™-compatible smartphone running Android 5.0 or higher. Data plan rates apply. Android Auto is a trademark of Google LLC. ⁴Functionality varies by model. Full functionality requires compatible Bluetooth® and smartphone, and USB connectivity for some devices. ⁵lf you decide to continue service after your trial, your selected subscription plan will automatically renew thereafter. You will be charged at then-current rates. Fees and taxes apply. To cancel, you must call SiriusXM at 866-635-2349. See SiriusXM Customer Agreement for complete terms at siriusxm.com. All fees and programming subject to change. ©2020 SiriusXM Radio, Inc. All rights reserved. ⁴Service varies with conditions and location. Requires active service plan and paid AT&T® data plan. See onstar.com for details and limitations. ⁷Read the vehicle Owner's Manual for important feature limitations and information. ⁸Requires available Safety Package II. ¹⁰Cargo and load capacity limited by weight and distribution.



THE BUICK S(YOU)V LINEUP

Visit buick.com to learn more about how Buick SUVs are designed around you and the way you live.



ENCORE GX



EPA-ESTIMATED MPG-CITY/HWY (FWD) 28/31



Smart, versatile and ridiculously stylish, Encore GX is practically custom-made for the way you live. With its host of available technologies, you're always a step ahead in Encore GX.

- Available Amazon Alexa Built-In³
- Available panoramic moonroof
- Available Sport Touring Package ups the ante with bold-on-bold
- Buick Driver Confidence⁴—a standard suite of advanced safety and driver-assistance features that includes Automatic Emergency Braking



ENVISION



SEATS





Envision blends style and performance with an exceptional degree of craftsmanship. Take the wheel and you'll quickly agree: The 2020 Envision is heavy on refinement. And light on compromise.

- Hands-free power liftgate
- Available Head-Up Display to project critical driving information onto the windshield
- Available intelligent All-Wheel Drive with active-twin-clutch performance paired with turbocharged power
- Suite of available safety and driver-assistance technologies includes Forward Collision Alert⁴



ENCLAVE



EPA-ESTIMATED MPG-CITY/HWY (FWD) 18/26



- Welcome to your home away from home. With versatile cabin space, impressive available hauling capability and a host of modern amenities, Enclave is tomorrow's SUV for today's family.
- QuietTuning technology with Active Noise Cancellation to help reduce, block and absorb unwanted noise
- Available Sport Touring Package delivers a bold twist on signature style
- Available Avenir raises the standards of luxury with exclusive features
- Suite of available safety and driver-assistance technologies includes HD Surround Vision⁴



ENCORE



EPA-ESTIMATED MPG-CITY/HWY (FWD) 25/307



We welcome the opportunity to exceed your expectations. Schedule a test-drive and experience the performance and technology of the Buick Encore firsthand.

- Turbocharged power and nimble maneuverability
- Available 4G LTE Wi-Fi® Hotspot8 helps keep you intelligently connected
- Available All-Wheel Drive activates automatically for enhanced traction when it detects slip
- Suite of available safety and driverassistance technologies includes Lane Departure Warning⁴

We also invite you to explore our "Shop. Click. Drive." program at participating dealers for a way to shop even if you're unable to visit a participating dealer. Learn more at buick.com/shop-click-drive.



ENCORE | 12

¹With ECOTEC 1.2L Turbo engine. ²With cargo area floor lowered and rear seats folded. Cargo and load capacity limited by weight and distribution. ³Functionality is subject to limitations and varies by vehicle, infotainment system and location. Select service plan required. Certain Alexa Skills require account linking to use. Amazon, Alexa and all related marks are trademarks of Amazon.com, Inc., or its affiliates. See onstar.com for additional details. 4Read the vehicle Owner's Manual for important feature limitations and information. 5With available 2.0L Turbo engine. 6 Cargo and load capacity limited by weight and distribution. 7 Available AWD: EPA-estimated mpg 24 city/29 hwy. 8 Service varies with conditions and location. Requires active service plan and paid AT&T data plan. See onstar.com for details and limitations





We have tried to make this catalog comprehensive and factual. We reserve the right, however, to make changes at any time, without notice, in prices, colors, materials, equipment, specifications, models and availability. Specifications, dimensions, measurements, ratings and other numbers in this catalog and other printed materials provided at the dealership or affixed to vehicles are approximations based on design and engineering drawings, prototypes and laboratory tests. Your vehicle may differ due to variations in manufacture and equipment. Since some information may have been updated since the time of printing, please check with your Buick dealer for complete details. Buick reserves the right to lengthen or shorten the model year for any product for any reason, or to start and end model years at different times. Certain vehicle features may lose their usefulness over time due to obsolescence from technological changes. Unless otherwise noted, all claims based on GM Small SUV segment and latest available competitive information. Excludes other GM vehicles.

3-YEAR/36,000-MILE BUMPER-TO-BUMPER LIMITED WARRANTY Buick will warrant each 2021 Encore from bumper to bumper for 3 years/36,000 miles (whichever comes first; see dealer for details), with no deductible, from the original in-service date of the vehicle, for warrantable repairs that are required as a result of defects due to materials and/or workmanship. Cosmetic corrosion resulting from defects is also covered under the Bumper-to-Bumper Limited Warranty. In addition, rust-through corrosion will be covered for 6 years/100,000 miles (whichever comes first; see dealer for details).

POWERTRAIN LIMITED WARRANTY Every 2021 Buick Encore comes with a 5-year/60,000-mile (whichever comes first) transferable Powertrain Limited Warranty. 24/7 Roadside Assistance and Courtesy Transportation are also offered for the duration of the Powertrain Limited Warranty. Please see your Buick dealer for details.

AN IMPORTANT NOTE ABOUT ALTERATIONS AND WARRANTIES Installations or alterations to the original equipment vehicle (or chassis) as distributed by General Motors are not covered by the General Motors New Vehicle Limited Warranty. The special body company, assembler, equipment installer or upfitter is solely responsible for warranties on the body or equipment and any alterations (or any effect of the alterations) to any of the parts, components, systems or assemblies installed by GM. General Motors is not responsible for the safety or quality of design features, materials or workmanship of any alterations by such suppliers.

ASSEMBLY Buick vehicles and their components are assembled or produced by different operating units of General Motors, its subsidiaries or suppliers to GM worldwide. We sometimes find it necessary to produce Buick vehicles with different or differently sourced components than originally scheduled. Since some options may be unavailable when your vehicle is assembled, we suggest that you verify that your vehicle includes the equipment you ordered or, if there are changes, that they are acceptable to you.

ENGINES Buick products are equipped with engines produced by GM Powertrain or other suppliers to GM worldwide. The engines in Buick products may also be used in other GM makes and models.

TRAILERING AND OFF-ROAD DRIVING INFORMATION Please go to buick.com and carefully review the vehicle Owner's Manual for important safety information about trailering or off-road driving in your vehicle.

ONSTAR® AND BUICK CONNECTED SERVICES Connected vehicle services vary by vehicle model and require working electrical system, cell reception and GPS signal. Requires active service plan. OnStar links to emergency services. See onstar.com for details and limitations.

A NOTE ON CHILD SAFETY Always use seat belts and the correct child restraint for your child's age and size, even with airbags. Even in vehicles equipped with the Passenger Sensing System, children are safer when properly secured in a rear seat in the appropriate infant, child or booster seat. Never place a rear-facing infant restraint in the front seat of any vehicle equipped with an active frontal airbag. See your vehicle Owner's Manual and child safety seat instructions for more safety information.

FLEET ORDERS Some standard content may be deleted with fleet orders. See dealer for details.

GMMOBILITY.COM (1-800-323-9935) GM Mobility offers financial assistance for eligible adaptive equipment to make automotive travel easier for persons with disabilities or special transportation needs. To learn more about special GM Mobility offers, visit gmmobility.com.

GM, the GM logo, Buick, the Buick emblem, OnStar, the OnStar emblem and the slogans, emblems, vehicle model names, vehicle body designs and other marks appearing in this catalog are the trademarks and/or service marks of General Motors, its subsidiaries, affiliates or licensors. Sirius, XM and all related marks and logos are trademarks of SiriusXM Radio, Inc. The Facebook logo is a trademark of Facebook, Inc. The Twitter logo is a trademark of Twitter, Inc. Android, Android Auto, Google Play, YouTube and other marks are trademarks of Google LLC. Apple CarPlay, Siri, iPhone and Apple Music are trademarks of Apple, Inc. The Instagram logo is a trademark of Instagram, Inc. ©2020 General Motors. All rights reserved.

To learn more about why Certified Service is the perfect companion for your Encore, visit mycertifiedservice.com.

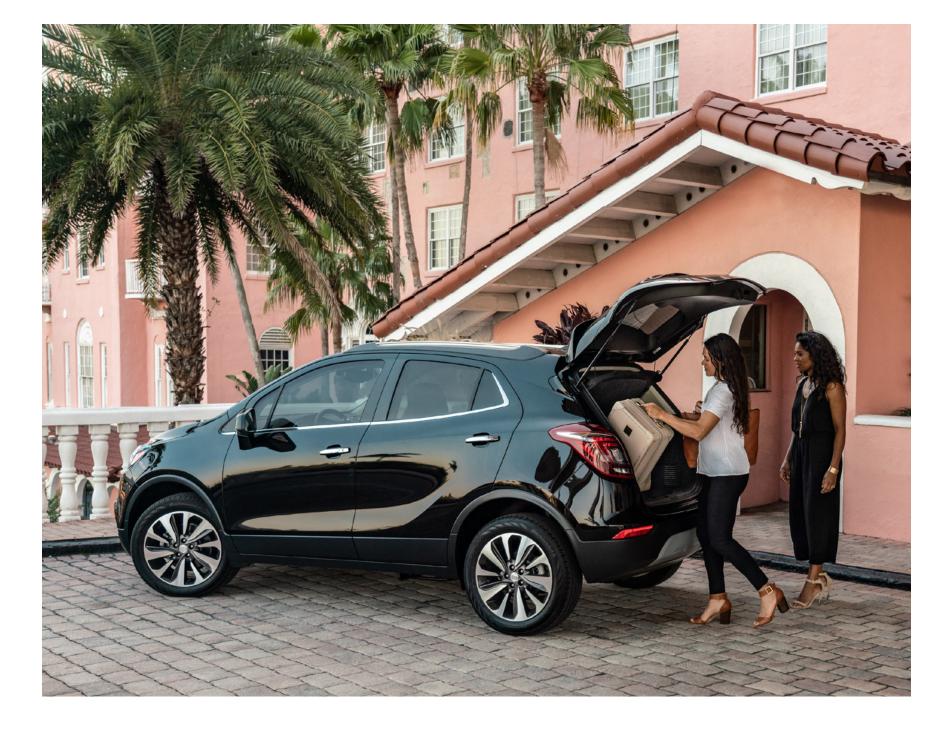




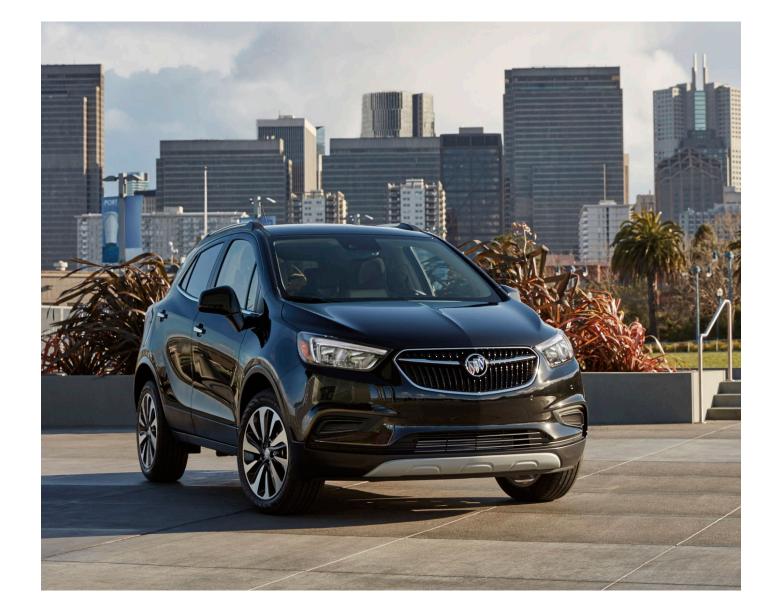


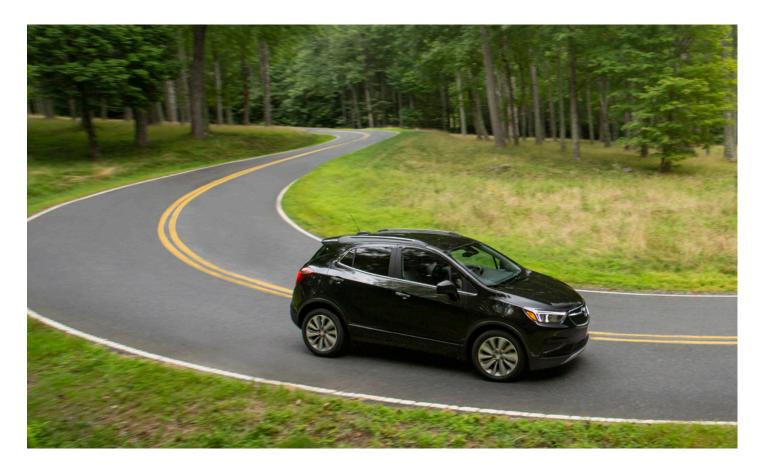












Build your Encore today at BUICK.COM

ENCORE | 14

Back to Contents