

GM CUSTOMER CARE AND AFTERSALES

DCS2454

URGENT - DISTRIBUTE IMMEDIATELY

Date: August 16, 2010

Subject: Upcoming Safety Recall 10243  
Second Row Seat Belt Buckle

Models: 2009-2010 Buick Enclave  
2009-2010 Chevrolet Traverse  
2009-2010 GMC Acadia  
2009-2010 Saturn OUTLOOK

To: All GM Dealers

Attention: General Manager, Service Manager, Parts Manager,  
New Car Manager, Used Car manager and Warranty  
Administrator

Based on information from the National Highway Traffic Safety Administration (NHTSA) website, the media may report that General Motors will be announcing a safety recall involving certain 2009-2010 model year Buick Enclave, Chevrolet Traverse, GMC Acadia, and Saturn OUTLOOK vehicles.

These vehicles may have a condition where the second row seat side trim shield restricts the upward rotation of the safety belt buckle when the seat back is returned to a seating position after being folded flat. If the buckle contacts the seat frame, additional effort is required to return the seat to a seating position. If sufficient force is applied, the buckle cover could be pushed down the strap, exposing and partially depressing the red release button. As a result, the release button will not travel as much as designed when depressed and will appear to be jammed. The buckle cover may have visible damage which may only be cosmetic, but in some cases, the buckle may not latch/unlatch, or may appear to latch when the latch mechanism is not fully engaged.

To correct this condition, dealers are to modify the second row seat side trim shields and inspect the safety belt buckle. If a safety belt buckle is damaged, dealers are to replace it.

Approximately 207,000 vehicles are involved. The dealer bulletin is scheduled for release on August 24, 2010. Customer notification letters will be mailed on August 31, 2010.

The Investigate Vehicle History (GMVIS2) application in the Global Warranty Management System will not be updated with involved vehicle information until the recall bulletin is released to dealers.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.