



# SAFETY RECALL NOTICE

August 2010

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect that relates to motor vehicle safety exists in certain 2009-2010 model year Buick Enclave, Chevrolet Traverse, GMC Acadia, and Saturn OUTLOOK vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## ***IMPORTANT***

- Your vehicle is involved in safety recall 10243.
- Schedule an appointment with your GM dealer/retailer.
- This service will be performed for you at **no charge**.

### **Why is your vehicle being recalled?**

Your vehicle 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. 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. As a result, the safety belt may not restrain the occupant as intended during a crash, which could result in injury to the occupant.

### **What will we do?**

Your GM dealer/retailer will modify the second row seat side trim shields. If a safety belt buckle is damaged, your dealer will replace it. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer/retailer will need your vehicle longer than the actual service correction time of approximately 30 to 45 minutes.

If your vehicle is within the New Vehicle Limited Warranty, your dealer/retailer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership/facility for this repair. Please refer to your Owner Manual and your dealer/retailer for details on courtesy transportation.

**What should you do?**

You should contact your GM dealer/retailer to arrange a service appointment as soon as possible.

**Do you have questions?**

If you have questions or concerns that your dealer/retailer is unable to resolve, please contact the GM Customer Assistance Center. More information about your vehicle can be found at the Owner Center at [www.gmownercenter.com](http://www.gmownercenter.com).

If after contacting your dealer/retailer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Scott Lawson  
Director,  
Customer and Relationship Services