

GM CUSTOMER CARE AND AFTERSALES
DCS3869
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 9, 2015

Subject: 21930 - Safety Recall
Third Row Seat Crossbar Weld

Models: 2016 Buick Enclave
2016 Chevrolet Traverse
2016 GMC Acadia

To: All General Motors Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, New Vehicle Sales Manager, and Warranty Administrator

General Motors is releasing Safety Recall 21930 today. The total number of U.S. vehicles involved is 2,803. Please see the attached bulletin for details.

The bulletin contains an inspection procedure to determine if the 3rd row left lower seat frame needs to be replaced. It is estimated that only 11 vehicles will require a seat frame replacement.

A limited number of 3rd row lower seat frames are currently available from GM Customer Care and Aftersales. Dealers should NOT order these recall parts for use as shelf stock. These parts should ONLY be ordered when the inspection determines it is necessary to replace the seat frame.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated December 11, 2015. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available December 15, 2015.

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