

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5463
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 30, 2020

Subject: New Safety Recall / Partial Stop Delivery Order for
Upcoming Safety Recall N202305380

Models: 2020 Buick Enclave
2020 Cadillac XT5
2020 Cadillac XT6
2020 Chevrolet Blazer
2020 Chevrolet Silverado
2020 Chevrolet Traverse
2020 GMC Acadia
2020 GMC Sierra

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves 2020 model year Buick Enclave, Cadillac XT5, XT6, Chevrolet Blazer, Silverado, Traverse, GMC Acadia, and Sierra vehicles.

Effective immediately, stop the delivery of certain **2020 Buick Enclave and GMC Acadia** vehicles in new or used vehicle inventory. The GM recall number is N202305380.

This is a phased launch.

Parts are now available for model year 2020 Cadillac XT5, XT6, Chevrolet Blazer, Silverado, Traverse vehicles. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

We anticipate parts availability for 2020 Buick Enclave and GMC Acadia vehicles in the very near future and will revise the bulletin when parts are available.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the defect or noncompliance is remedied.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2020 model year Buick Enclave vehicles; 2020 model year Cadillac XT5 and XT6 vehicles; 2020 model year Chevrolet Blazer, Silverado 1500, Silverado 2500/3500, and Traverse vehicles; and 2020 model year GMC Sierra 1500, Sierra 2500/3500, and Acadia vehicles. In these vehicles, the diffuser component of the roof-rail airbag ("RRAB") inflator may not have been properly crimped to the inflator by the supplier and could separate from the

inflator during airbag deployment. If the diffuser separates from the inflator during deployment, RRAB performance may be degraded, which could increase risk of injury to occupants in a crash.

To correct this condition, dealers will replace suspect left side roof rail airbag modules.

Until further instructions are received, 2020 Buick Enclave and GMC Acadia vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on July 31, 2020 or sooner. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. A file identifying involved vehicles in dealer used inventory will be published in GM GlobalConnect, under the Service tab in Field Action Inventory Reports.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Until parts are available for 2020 Buick Enclave and GMC Acadia vehicles, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required parts are not yet available and dealers should not attempt to perform any repairs. When parts become available for the 2020 Buick Enclave and GMC Acadia vehicles, the recall bulletin will be revised and dealers will be notified to begin repairing the 2020 Buick Enclave and GMC Acadia vehicles.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated July 31, 2020 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
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