

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5496
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 3, 2020

Subject: A202304380 - Safety Recall
Front Seat Bolts Missing

Models: 2020 Buick Encore GX
2021 Chevrolet Trailblazer

To: All General Motors Dealers

General Motors is releasing Safety Recall A202304380 today. The total number of U.S. vehicles involved is approximately 105. Please see the attached bulletin for details.

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.

Customer Letter Mailing

The customer letter mailing will begin in mid-September 2020.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated September 4, 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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