



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

April 15, 2021

Ms. Regina Carto  
Executive Director - Global Safety Field Investigations & Regulatory  
General Motors, LLC  
GM Global Tech Center  
29247 Louis Chevrolet Rd, Floor 2  
Warren, MI 48093

NEF-107DM  
21V-246

**Subject:** Side Curtain Air Bags May be Unsecured

Dear Ms. Carto:

This letter serves to acknowledge General Motors, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

BUICK/ENCLAVE/2010-2015, 2017  
CHEVROLET/TRAVERSE/2010-2019  
GMC/ACADIA/2011-2016

**Mfr's Report Date:** April 8, 2021

**NHTSA Campaign Number:** 21V-246

**Components:**

AIR BAGS:CRITICAL FASTENERS

**Potential Number of Units Affected:** 108

**Problem Description:**

General Motors, LLC (GM) is recalling certain 2010-2015, 2017 Buick Enclave, 2010-2019 Chevrolet Traverse, and 2011-2016 GMC Acadia vehicles. The side curtain air bags may not be properly attached.

**Consequence:**

Unsecured side curtain air bags may not perform as intended, increasing the risk of injury.

**Remedy:**

GM will notify owners, and dealers will inspect and, if necessary, realign or replace the weld nuts, free of charge. The recall is expected to begin May 24, 2021. Owners may contact Buick customer service at 1-800-521-7300, Chevrolet customer service at 1-800-222-1020, and GMC customer service at 1-800-462-8782. GM's number for this recall is N202321200.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).



Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

General Motors, LLC's contact for this recall will be DeMara Magruder who may be reached by email at [demara.magruder@dot.gov](mailto:demara.magruder@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement