

Part 573 Safety Recall Report

21V-440

Manufacturer Name : General Motors, LLC**Submission Date :** SEP 27, 2021**NHTSA Recall No. :** 21V-440**Manufacturer Recall No. :** A212335470**Manufacturer Information :****Population :**

Manufacturer Name : General Motors, LLC

Number of potentially involved : 135,400

Address : 29427 Louis Chevrolet Road
MAIL CODE 480-210-2V WARREN MI
48093

Estimated percentage with defect : 100 %

Company phone : 586-596-1733

Vehicle Information :

Vehicle 1 : 2021-2022 Chevrolet Trailblazer

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records were used to identify affected vehicles.

79,404 Chevrolet Trailblazer vehicles are included in this recall.

Production Dates : MAR 16, 2020 - MAY 08, 2021

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2020-2022 Buick Encore GX

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records were used to identify affected vehicles. Non-GX models of the Encore are not affected by this recall.

55,996 Buick Encore GX vehicles are included in this recall.

Production Dates : MAR 23, 2020 - JUN 03, 2021

VIN Range 1 : Begin : NR End : NR

 Not sequential

Description of Defect :

Description of the Defect : General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2020 – 2022 model year Buick Encore GX and 2021 – 2022 model year Chevrolet Trailblazer vehicles. These vehicles are equipped with an emergency jack that, if not positioned as directed in the vehicle owner's manual, could fracture and fail to support the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the jack fractures while under load, the vehicle could collapse, potentially injuring people near or under the vehicle.

Description of the Cause : This jack design may not be sufficiently robust against fractures if improperly or incorrectly positioned on the vehicle frame by the user.

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : JACK ASM

Component Description : Jack Assembly

Component Part Number : 42743996, 42743997, 60005541, 60005849, 60005850

Supplier Identification :**Component Manufacturer**

Name : Taejung Industrial Co., LTD

Address : 33-36, Geonji-ro 97beon-gil,
Seo-gu Incheon Foreign States

Country : Korea, Republic of

Chronology :

On March 25, 2021, a GM test driver reported a broken jack during a durability test on a 2021 Chevrolet Trailblazer. A GM validation engineer reported the issue through GM's Speak Up for Safety program on March 31, 2021. GM opened an investigation on April 20, 2021.

GM analyzed the jack that was the subject of the SUFS report and confirmed that it failed because the user mispositioned the jack. GM completed CAE analysis and replication tests that confirmed that mispositioning

the jack could cause it to fail under load. GM's investigation identified 21 field claims alleging that this jack failed in the field. Although the jack is sufficiently robust when used appropriately and per the included instructions, failures can still occur due to customer usage.

On June 3, 2021, GM's Safety and Field Action Decision Authority decided to conduct safety recall.

Description of Remedy :

Description of Remedy Program : Dealers will replace the recalled jack with a jack with a different design. Undelivered vehicles will have the plastic jack removed prior to delivery. These owners will be provided a replacement jack under a customer satisfaction field campaign.

Pursuant to 49 C.F.R. § 573.13(d)(1), all covered vehicles are under warranty, so reimbursement is not offered.

How Remedy Component Differs from Recalled Component : The replacement jack is comprised of metal and is less susceptible to failure through misuse.

Identify How/When Recall Condition was Corrected in Production : GM began using a different jack design in production on April 26, 2021.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified on June 10, 2021. Interim Owner notification mailed July 22 - July 27, 2021. First phase of launch notification mailed July 29, 2021. The remainder of the launch is estimated to mail October 29, 2021. This recall is being executed under two bulletins: A212335470 and A212335471.

Planned Dealer Notification Date : JUN 10, 2021 - JUN 10, 2021

Planned Owner Notification Date : JUL 29, 2021 - OCT 29, 2021

* NR - Not Reported