

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5793
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 12, 2021

Subject: N202321201 - Safety Recall
Passenger Side Roof Rail Air Bag Bolts Not Installed

Models: 2010 – 2012 Buick Enclave
2014 Buick Enclave
2010 – 2013 Chevrolet Traverse
2015 – 2019 Chevrolet Traverse
2011 – 2016 GMC Acadia

To: All General Motors Dealers

General Motors is releasing Safety Recall N202321201 today. The total number of U.S. vehicles involved is approximately 44. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery April 8, 2021. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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.

Working Capital Assistance Program (WCAP) Eligibility

Vehicles which were in dealer inventory at the time of this bulletin release were eligible for WCA. Please refer to the attached bulletin and GlobalConnect Message GCUS-9-9188 for additional information.

Customer Letter Mailing

The customer letter mailing will begin on May 24, 2021.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 13, 2021 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

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