

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5747
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 8, 2021

Subject: Upcoming Safety Recall N202321201
Passenger Side Roof Rail Airbag 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 has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves 2010 – 2012 and 2014 model year Buick Enclave, 2010 – 2013 and 2015 – 2019 model year Chevrolet Traverse, 2011 – 2016 model year GMC Acadia vehicles. The GM recall number is N202321201.

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 is remedied.

One or two of the weld nuts that secure the right roof-rail airbag to the vehicle might be damaged, out of position, or missing. If the roof-rail airbag is not properly secured to the vehicle, the airbag may not perform as intended, increasing the risk of injury in certain crash conditions. Dealers will inspect roof-rail airbag attachments and provide or replace any found to be missing, damaged or out of position.

Until further instructions are received, involved 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 April 9, 2021. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

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.

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE
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