

GM CUSTOMER CARE AND AFTERSALES  
DCS5769  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 22, 2021

Subject: N202321200 - Safety Recall  
Driver Side Roof Rail Airbag Bolts Not Installed  
Application for Used Vehicle Working Capital Assistance Program (WCAP)

Models: 2010 – 2015 Buick Enclave  
2017 Buick Enclave  
2010 – 2015 Chevrolet Traverse  
2019 Chevrolet Traverse  
2011 – 2014 GMC Acadia  
2016 GMC Acadia

To: All General Motors Dealers

On April 8, 2021, GM sent to all GM dealers GlobalConnect Message GCUS-3-2134 regarding safety recall N202321200.

The required repair to complete this recall is not yet available. Until further instructions are received, the 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 cannot be delivered to customers, dealer-traded, released to auction, used for demonstration purposes or put to any other use.

This message is to inform dealers who have involved vehicles in their inventory that they can now apply for the used vehicle Working Capital Assistance Program ("WCAP") for safety recall N202321200.

**Before proceeding with the application process described below, dealers must verify vehicle eligibility based on the program terms and guidelines that were provided in GM GlobalConnect Message GCUS-9-10968 dated March 10, 2021. Applications submitted on ineligible vehicles are subject to chargeback of any incentives paid to the dealer under the WCAP. Because compensation and tracking requires visibility into dealers' inventory, dealers must also have agreed to a Dealer Data Share agreement with GM in order to receive any compensation under this program.**

To apply for the WCAP for safety recall N202321200, dealers must access the GM Global Warranty Management (GWM) system and submit a "ZSET" warranty transaction using the labor code provided below for each eligible vehicle. This zero dollar special transaction type is the dealer's application for compensation and constitutes a representation from the dealer that the vehicle is eligible for WCAP assistance.

**Note: Acceptance of the warranty transaction does not ensure vehicle eligibility or guarantee the provision of any assistance as defined by program terms and guidelines.**

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Trans Code</b>
9800069	Working Capital Assistance for Safety Recall N202321200	N/A	ZSET

To be eligible for the WCAP, a vehicle must be in dealer inventory at the time the related field action bulletin is released. If a vehicle has been delivered, wholesaled or otherwise disposed of prior to release of the bulletin, the vehicle is not eligible for assistance. Additionally, recalled vehicles taken in on trade may be eligible for assistance if the dealer immediately reports the vehicle in used vehicle inventory via its Dealer Management System (DMS) and makes application through the GWM system.

To ensure that GM is receiving daily inventory information, which is necessary to process payments and make eligibility determinations under the WCAP, the dealer's vehicles must be properly identified in the dealership's DMS. A daily feed of this information is provided to GM through the Dealer Data Share (DDS) agreement.

Beginning with the 1<sup>st</sup> quarter of 2019, all WCAP payments will be facilitated through the Global Warranty Management (GWM) system. For each eligible vehicle, a qualifying dealer will submit for WCAP vehicle enrollment with a "ZSET" transaction type and for reimbursement with a "ZFAT" transaction type both through the GWM system. If approved, a WCAP credit for that vehicle will be issued through the GWM system similar to any other warranty credit. WCAP submission instructions and the required labor code will also be provided in the appropriate field action bulletin. Each WCAP transaction being credited will be clearly identified on the dealer's daily credit memo.

In order to receive payment, a dealer must have timely reported the vehicle in used vehicle inventory, retained the vehicle until the related field action bulletin is released, and properly applied for the WCAP payment. The vehicle must also be otherwise eligible under WCAP rules and guidelines.

GM reserves the right to amend, modify, terminate, or cancel this program at any time in its sole discretion.

END OF MESSAGE  
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