

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5824  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 10, 2021

Subject: A212335470 - Safety Recall  
Mispositioned Emergency Jack May Not Support Vehicle

Models: 2020 - 2022 Buick Encore GX,  
2021 - 2022 Chevrolet Trailblazer

To: All General Motors Dealers

General Motors is releasing Safety Recall A212335470 today. The total number of U.S. vehicles involved is approximately 135,402. Please see the attached bulletin for details.

The final remedy for this safety recall is for dealers to replace the original equipment emergency spare tire jack with a spare tire jack of a new design. GM does not have sufficient inventory of replacement jacks at this time and will communicate to dealers at a later date when sufficient inventory is obtained.

In order to make new dealer inventory vehicles impacted by this safety recall available for sale, the procedure in this bulletin references only the removal and disposal of the emergency jack from affected vehicles. Once dealers perform this procedure the safety recall can be closed, and the vehicle will be removed from stop delivery. Any customers taking delivery of a new vehicle without a jack will receive the replacement jack as part of a future customer satisfaction field action when parts become available. In the meantime, customers are encouraged to make use of Roadside Assistance if they experience a flat tire.

ATTENTION: State regulations in Rhode Island prevent new or used vehicles from being sold without a spare tire jack. Affected vehicles in the state of Rhode Island ONLY were placed on stop delivery June 10, 2021, under Stop Delivery order A212335471, Global Connect message GCUS-3-2206.

**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.

**Customer Letter Mailing**

The customer letter mailing will begin before August 9, 2021.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 11, 2021 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS