

A212335471 - Safety Recall - Mispositioned Emergency Jack May Not Support Vehicle (Rhode Island Only)

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS5492

URGENT - DISTRIBUTE IMMEDIATELY

Date: June 29, 2021

Subject: A212335471 - Safety Recall

Mispositioned Emergency Jack May Not Support Vehicle

(Rhode Island Only)

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

To: Select General Motors Dealers

BAC: 115082

119112

224125

240868

267283

287484

291114

297074

General Motors is releasing Safety Recall A212335471 today. The total number of U.S. vehicles involved is approximately 105. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery June 10, 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.

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Customer Letter Mailing

The customer letter mailing will begin mid-July 2021.

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Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 29, 2021. 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

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