

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6016
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 22, 2021

Subject: N212349040 - Safety Recall
Driver Front Airbag Inflator May Rupture

Models: 2008-2017 Buick Enclave
2013-2017 Chevrolet Traverse

To: All General Motors Dealers

General Motors is releasing Safety N212349040 today. The total number of U.S. vehicles involved is approximately 555. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery October 7, 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.

TECHNICIAN and WARRANTY ADMINISTRATOR) SERIAL NUMBER RECORDING REQUIREMENT.

The removed and replacement Steering Wheel Airbag assembly serial numbers must be captured by the technician and recorded on the job card. The Warranty Administrator MUST enter the replacement steering wheel airbag assembly serial number in GWM (Global Warranty Management) or in DMS (Dealer Management System). Enter the serial number of the replacement steering wheel airbag in the 'Labor Operation Dependency Code' field (1) per the screen above. Enter the serial number of the removed steering wheel airbag in the 'General Comments' comments section. Failure to enter these serial numbers will cause the claim to reject.

Question and Answer Document (Q&A)

Attached to this message you will find an updated 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 early January 2022.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 23, 2021 or sooner. **Please hold all warranty transactions until Monday, 12/27/21 in order for the serial recording mapping to complete within the DMS.**

END OF MESSAGE

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