

# Product Safety Recall

## N212349040 Driver Front Airbag Inflator May Rupture



**Release Date:** February 2025

**Revision:** 03

**Revision Description:** This bulletin is being revised to include printing of the New Leaf return label. Please discard all previous copies of N212349040.

**Attention:** 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 under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery October 7, 2021. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

**Important: The requirement information for recording the serial number for BOTH the removed front driver airbag module AND the replacement front driver airbag module is included in this bulletin.**

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Enclave	2008	2017		
Chevrolet	Traverse	2013	2017		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2008-2017 model year Buick Enclave and 2013-2017 model year Chevrolet Traverse vehicles. In these vehicles, the front-driver airbag inflator, which may have been installed either as original equipment or as part of a replacement driver-airbag module during a service event, may contain a supplier manufacturing defect that may result in inflator rupture during deployment. An inflator rupture may cause metal fragments to pass through the airbag and into the vehicle interior, which may result in injury or death to vehicle occupants.
<b>Correction</b>	Dealers are to replace the front driver airbag module.

### Parts

Quantity	Part Name	Part No.
1	Airbag Assembly – Steering Wheel	86805560*
1	Airbag Assembly – Steering Wheel	86805561*
1	Airbag Assembly – Steering Wheel	86805562*
1	Airbag Assembly – Steering Wheel	86805571*
1	Airbag Assembly – Steering Wheel	86805572*

**Note: \* Both the removed front-driver airbag module and the replacement front-driver airbag module serial numbers must be submitted with labor code (9105888) AND with job card date of December 22, 2021, or later to avoid claim rejection.**

**IMPORTANT:** Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx or with your normal PDC delivery. Therefore, dealers should order **ONLY as DRO = Daily Replenishment Order or CSO = Customer Special Order. Please do not place orders as SPAC it will delay shipment of the order.** Please note, parts will not be shipped overnight. Plan accordingly for transit time to reach your facility.

It is estimated that there are only 564 involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

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Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105888*	Replace Steering Wheel Airbag, Includes Return Packaging	0.5	ZFAT	N/A
9106101	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	**

NOTE: To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

### Steering Wheel Airbag Serial Number Recording

Labour Time [\[Top\]](#)

Labour Operation Code:

Module Replacement

Additional labour op code information:

Serial Number:

Base Labour Time:

Set Up Time:

Additional Time:

Paint Mix Time:

Administration Time:

Diagnosis Time:

Other Labor Operation Code

Other Labour Time



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### Pricing Requested [\[Top\]](#)

Labour	to be calculated
Parts	to be calculated
Parts Handling	to be calculated
Net Item Total	to be calculated
Taxes - Labour	to be calculated
Taxes - Parts	to be calculated
Taxes - Net Items	to be calculated
Taxes - Deductible	to be calculated
Taxes Total	\$ <input type="text"/>

Customer/Service Agent

Participation Amount

Transaction Total (USD)

to be calculated

### Authorization/Comments Section [\[Top\]](#)

General Comments

Comments

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**IMPORTANT: \* (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.

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### Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

**Note: USA & Canada Only** - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

**Important: The WCAP ZSET transaction labor code, 9800081, provided in the dealer message sent on October 21, 2021, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.**

**\*\* USA & Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (October 7, 2021) to the date the inspection or repair closed the recall bulletin. (not to exceed 79 days).

Vehicle	Working Capital Assistance Reimbursement Amount	
	USA	Canada
Buick Enclave 2008	\$1.60	N/A
Buick Enclave 2009	\$1.81	N/A
Buick Enclave 2010	\$2.16	N/A
Buick Enclave 2011	\$2.52	N/A
Buick Enclave 2012	\$3.56	\$5.35
Buick Enclave 2013	\$5.06	N/A
Buick Enclave 2014	\$6.07	N/A
Buick Enclave 2015	\$7.28	\$8.83
Buick Enclave 2016	\$9.85	\$9.79
Buick Enclave 2017	\$11.16	N/A
Chevrolet Traverse 2013	\$5.68	N/A
Chevrolet Traverse 2014	\$6.70	N/A
Chevrolet Traverse 2015	\$8.53	N/A
Chevrolet Traverse 2016	\$9.85	\$10.44
Chevrolet Traverse 2017	\$12.22	\$14.15

### Replacement Part Serial Number Recording (Warranty Claim Method)

**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

**REQUIRED: Replacement Part Serial Number Recording (Warranty Claim Method) for all EXPORT markets (For vehicles that are listed in IVH) and for ALL Markets for vehicles that are NOT listed in IVH.**

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**Important: (TECHNICIAN and WARRANTY ADMINISTRATOR) SERIAL NUMBER RECORDING REQUIREMENT.** The replacement steering wheel airbag serial number must be captured by the technician and recorded on the job card. The Warranty Administrator **MUST** enter the serial numbers in GWM (Global Warranty Management) or in DMS (Dealer Management System). Enter the serial number of the **replacement airbag** in the 'Labor Operation Dependency Code' field per the screen shown.

Labour Time [\[Top\]](#)

Labour Operation Code: \_\_\_\_\_

Module Replacement

Additional labour op code information:

Base Labour Time:

Set Up Time:  Additional Time:  Paint Mix Time:

Administration Time:  Diagnosis Time:

Other Labor Operation Code  Other Labour Time

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### CSMT for US, Canada, and Mexico ONLY

#### **REQUIRED: Replacement Part Serial Number Recording (CSMT RPT Method) for US, Canada, and Mexico ONLY (For vehicles that are listed in IVH)**

The replacement steering wheel airbag requires the serial number be recorded. A new process called Replacement Part Traceability (RPT) is being used with this Safety Recall.

Replacement Part Traceability (RPT) is a new dealer process to document and track critical part serial numbers via the Certified Service Mobile Toolbox (CSMT) application. A field action, service bulletin, or other communication will be issued any time there is a request for technicians to complete an RPT submission. Only critical parts will require an RPT, not every part replacement.

Submitting an RPT request is done using the RPT tool within the CSMT app. Technicians simply scan the VIN of the vehicle and the traceability barcode (barcode or QR code) of the new part being installed on the vehicle. Once scanned, the information is submitted through the CSMT app and stored in a GM database. That's the end of the process.

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The free CSMT app, which also includes the Field Product Reporting and Pre-Repair Authorization tools, is available on the Google Play Store (Android devices) and the App Store (Apple devices).

By scanning critical part numbers using the Replacement Part Traceability function, GM will be able to reference replaced parts in the future. The exact parts that are on a vehicle will be known, even after a service part replacement.

The RPT process also simplifies the repair and claim submission processes. It eliminates the need of having technicians write down the 16-character serial number on the job card and for warranty administrators to input the serial number into GWM or DMS.

Refer to **TSB 22-NA-070** for specific information on downloading the App to your mobile phone, how to use/submit the new part serial number/QR code information and other related Q and A.

**Important:** Be sure your version of the Certified Service Mobile Toolbox (CSMT) app for Replacement Part Traceability (RPT) is fully updated before proceeding. If you do not have your device programmed to automatically update apps, you must download the latest version. All users must perform this update to be able to continue to use the tools provided in the application.

### HOW TO CHECK THE VERSION OF YOUR OPERATING SYSTEM

- Apple: Settings/General/About/Software Version
- Android: Settings/About Phone/Software Information/Android Version



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**Note:** DO NOT SCAN THE QR CODE ON THE SIDE OF THE AIRBAG MODULE. SCAN THE INFLATOR SERIAL NUMBER BARCODE ON THE BACK OF THE AIRBAG MODULE AS PICTURED ABOVE.

**Note:** Scanning the Inflator Serial Number Barcode will not populate all fields within the CSMT app. THE REMAINING FIELDS ARE NOT REQUIRED FOR THIS FIELD ACTION.

If the App is already loaded to your phone, simply:

1. Scan the VIN (door pillar QR code or windshield VIN barcode) and
2. Scan the new part barcode and
3. Check the information and if correct then, Submit.

**Important:** Failure to submit this serial number by RPT may cause the claim to reject.

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### Service Procedure

**Note:** Do not discard or destroy the box containing the new steering wheel airbag assembly, it will be used to return the vehicle airbag. **DO NOT DEPLOY ANY AIRBAG.**

1. Remove the steering wheel airbag assembly. Refer to *Steering Wheel Airbag Replacement* in SI.
2. Record the serial number of the removed Steering Wheel Airbag.
3. Record the serial number of the New Service Steering Wheel Airbag.
4. Replace the steering wheel airbag assembly. Refer to *Steering Wheel Airbag Replacement* in SI. **Do Not Deploy the AIRBAG.**



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**Note:** The removed steering wheel airbag module **MUST** be defaced on the airbag cover (customer facing side) with a paint pen or permanent marker to prevent it from being reused.

5. Return the removed steering wheel airbag assembly. Refer to the *Return Used Airbag Instructions* below.

### Return Used Airbag Instructions

**IMPORTANT: DO NOT DEPLOY THE AIRBAG. AIRBAGS MODULES MUST BE RETURNED.**

#### **Airbag Inflator and Module Returns LTL Shipping Instructions (Continental US instructions ONLY)**

**Important:** Be sure to comply with all hazardous part shipping requirements described in the bulletin. Dealers may also refer to Title 49 of the Code of Federal Regulations, Parts 171 to 180, when shipping any hazardous material.

**Note:** Undeployed airbags are regulated as dangerous goods and all service agents must follow all applicable International, Federal, State, Provincial, and/or Local laws when preparing dangerous goods shipments including but not limited to classification, packaging, marking, labeling, and shipping dangerous goods.

**Important:** **DO NOT** include any other parts or hardware in the box other than the un-deployed airbag module. Be sure that all required hazardous material markings and/or labels are still visible and that all non-needed labels are covered or removed.

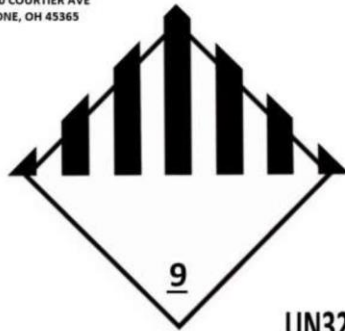
1. For Domestic pick ups, Please EMAIL [scfieldaction.14305@rxo.com](mailto:scfieldaction.14305@rxo.com) to arrange pickup and receive the required shipping documentation. If replacement packaging is needed for parts return, please send an e-mail with your request to the same address – [scfieldaction.14305@rxo.com](mailto:scfieldaction.14305@rxo.com)
  - If you do not receive a response from an RXO logistics specialists within 48 to 72 hours, then you may utilize the escalation number, (210) 317-6436 for further assistance.
2. Shipping Document instructions.
  - RXO will email the required Pallet Label to be affixed to each pallet of used airbag modules.

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Consignor:  
NEW LEAF  
610 COURTIER AVE  
SIDNE, OH 45365

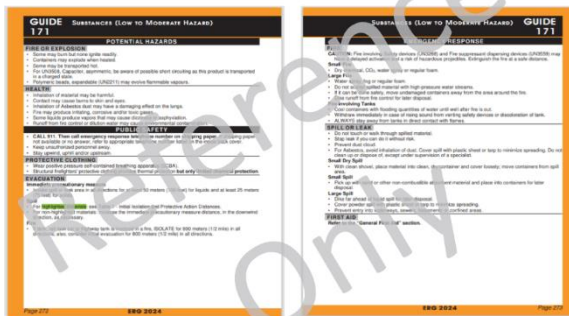


**UN3268**  
**OVERPACK SAFETY DEVICES**

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- RXO will email the required Overpack label to be affixed to each pallet of used airbag modules.
- RXO will email the Bill of Lading (BOL). Print two copies of the BOL, one copy to provide to the LTL driver and one copy to keep for your records.

UN3268, Safety devices, 9; UN3363, Dangerous goods in apparatus, 9



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- RXO will email the required Emergency Response Guide (ERG) document. Provide this document to the LTL driver.

### 3. Packing Instructions.

**IMPORTANT: DO NOT DEPLOY THE AIRBAG. AIRBAGS MODULES MUST BE RETURNED.**



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- Confirm box is in an acceptable condition. Box should have no visible signs of damage and should be capable of withstanding additional transportation.

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- Place the undeveloped airbag inflator or module in the “cradle” of the box insert.

#### 4. Closure Instructions



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- Close the top box flaps using a piece of shipping tape to fully and securely close the box.

#### 5. New Leaf Return Label Identification.



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#### 6. Print the above “New Leaf Label”.

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- Cut and affix the printed “New Leaf Label” to each box as shown in the above graphic. DO NOT COVER THE CLASS 9 MARKING.

### 7. Shipping Instructions – Preparing the Pallet.

- Accumulate and palletize the airbag modules.
- Pallet must be in acceptable condition capable of holding the return airbag modules during transport.
- Pallet size must be roughly 48”X48”. DO NOT use a pallet that would allow the return airbag module boxes to hang over the edge of the pallet.



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- Arrange the airbag modules on a pallet in acceptable condition as the above graphic illustrates.
  - 20 boxes per layer – 5 rows / 4 boxes in each row per layer.
  - 5 layers total per pallet (100 Boxes).
- Shrink-wrap the boxes to the pallet.
- Affix the over-pack label and pallet label on the side of the pallet. DO NOT PLACE THESE LABELS ON THE TOP OF THE PALLET.
- If 100 boxes have not been accumulated within a 2-week period, ship a partial pallet, ensuring proper label placement and packaging.

### 8. Shipping Instructions – Schedule LTL Pickup

- Upon accumulating 100 packaged Airbag Modules (1 Over-pack pallet), Contact RXO by emailing [SCfieldaction.14305@rxo.com](mailto:SCfieldaction.14305@rxo.com)
- Include the following information in the email:
  - Dealer number
  - Dealer Address
  - Quantity of return airbag modules.

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- Email address where shipping documentation can be received.
- Request for a lift gate service (if applicable).

#### 9. Shipping Instruction – Ship

- Give 1 copy of the BOL and 1 copy of the ERG to the driver.
- Retain and archive 1 copy of the BOL for a minimum of 2 years.

#### **Used Steering Wheel Airbag Module Return Instructions for Canada**

**Note:** Undeployed airbags are regulated as dangerous goods and all service agents must follow all applicable International, Federal, State, Provincial, and/or Local laws when preparing dangerous goods shipments including but not limited to classification, packaging, marking, labeling, and shipping dangerous goods.

**Important:** DO NOT include any other parts or hardware in the box other than the un-deployed airbag module. Be sure that all required hazardous material markings and/or labels are still visible and that all non-needed labels are covered or removed.

- DO NOT engage in the services outlined in the US Airbag Return instructions. Failure to follow the Canadian normal airbag return process will result in a chargeback to the dealership.
- Print the documents below and follow the return instructions.

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**Canada Only – “FLASHER”**

**“Driver Airbag Inflator Rupture - RECALL # N212349040”**  
**Part Number - \_\_\_\_\_**

To complete the Flasher, please fill out the information below and then make a photocopy of the document. Insert the original completed Flasher along with a copy of the R.O. in the return box with the suspect inflator removed from the vehicle. Securely tape a photocopy of the completed Flasher to the top of the box. With a marker, clearly write the recall number on the outside of the return box beside the Flasher. This product may be moving long distances to the consolidation point therefore, please ensure the Flasher stays intact on the outside of the box.

IMPORTANT: The return box must contain the completed Flasher, a copy of the R.O. and the suspect inflator removed from the vehicle.

VIN (17 Characters): \_\_\_\_\_

2008 - 2017 Chevrolet Traverse & Buick Enclave (specify) \_\_\_\_\_

Repair Order Number: \_\_\_\_\_

Dealer Code: \_\_\_\_\_

Canadian Dealers: Airbag returns for recall N212349040 are to be processed through your normal return process. No return tag/credit will be issued for these returned airbags.  
**Do NOT engage in the services outlined in the US Airbag Return Instructions. Failure to follow the Canadian normal airbag return process will result in a chargeback to the dealership.**

**Canada seulement – « CARTE INDICATRICE »**

**« RAPPEL N° N212349040 – Rupture du dispositif de gonflage du sac gonflable du conducteur »**  
**Numéro de pièce – \_\_\_\_\_**

Pour remplir la carte indicatrice, veuillez nous fournir les renseignements demandés ci-dessous, puis faire une copie du document. Inclure la carte indicatrice originale dûment remplie avec une copie du bon de réparation dans la boîte de retour avec le dispositif de gonflage suspect retiré du véhicule. Bien fixer en place à l'aide d'un ruban adhésif une photocopie de la carte indicatrice dûment remplie sur le dessus de la boîte. Avec un marqueur, inscrivez clairement le numéro de rappel à l'extérieur de la boîte de retour à côté de la carte indicatrice. Ce produit pourrait parcourir une longue distance jusqu'au point de consolidation; par conséquent, veuillez vous assurer que la carte indicatrice demeure intacte à l'extérieur de la boîte.

IMPORTANT : La boîte de retour doit contenir la carte indicatrice dûment remplie, une copie du bon de réparation et le dispositif de gonflage suspect retiré du véhicule.

NIV (17 caractères) : \_\_\_\_\_

Chevrolet Traverse et Buick Enclave 2008 à 2017 (préciser) \_\_\_\_\_

Numéro du bon de réparation : \_\_\_\_\_

Code du concessionnaire : \_\_\_\_\_

Concessionnaires canadiens : Les retours de sac gonflable dans le cadre du rappel n° N212349040 doivent être effectués selon votre procédure de retour normale. Aucune étiquette de retour de crédit ne sera émise pour ces sacs gonflables retournés.  
**N'effectuez PAS les services décrits dans les instructions de retour des sacs gonflables des États-Unis. Le non-respect du processus canadien de retour des sacs gonflables entraînera une rétrofacturation au concessionnaire.**

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### Canada Only - "Removed Airbag Return Process - for Recall N212349040 Only"

The following instructions are the return process for the removed airbag as identified in Recall Bulletin N212349040.

**IMPORTANT: Do not deploy any airbag. The person packing the removed airbag module must read and follow the instructions below.**

**Do NOT engage in the services outlined in the US Airbag Return Instructions. Failure to follow the Canadian normal airbag return process will result in a chargeback to the dealership.**

#### Shipping/Handling Instructions:

#### "Driver Airbag Inflator Rupture - RECALL # N212349040"

Please fill out the information on the Flasher found in the recall bulletin and make a photocopy of it. Insert the original completed Flasher along with a copy of the R.O. in the return box with the suspect inflator removed from the vehicle. Securely tape a copy of the completed Flasher to the top of the box. With a marker, clearly write the recall number on the outside of the return box beside the Flasher. This product may be moving long distances to the consolidation point therefore, please ensure the Flasher stays intact on the outside of the box.

**Canadian Dealers: Airbag returns are to be processed through your normal return process. No return tag/credit will be issued for removed airbags for Recall N212349040.**

**Do NOT engage in the services outlined in the US Airbag Return Instructions. Failure to follow the Canadian normal airbag return process will result in a chargeback to the dealership.**

- Undeployed airbags are regulated as dangerous goods and all service agents must follow all applicable International, Federal, State, Provincial, and/or Local laws when preparing dangerous goods shipments including but not limited to classification, packaging, marking, labeling, and shipping dangerous goods.
- Complete a PC0302C (302C) form and ensure that the Transportation of Dangerous Goods (TDG) section is completed correctly.
- At time of returns pickup, provide driver with the 302C form with the recalled airbag(s) properly manifested for shipment back to your PDC. (Driver will not pick up any product without this document filled out and signed.)

PDC contact and fax numbers for YOUR Servicing PDCs:

Woodstock	(519) 421-4788	Fax: (519) 421-4766
Edmonton	(780) 451-7013	Fax: 1-866-350-6233
Montreal	(514) 630-6162	
Vancouver	(604) 857-4347	Fax: (604) 857-4402

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### Canada seulement – « Processus de retour des sacs gonflables retirés – pour le rappel N212349040 uniquement »

Les renseignements suivants concernent le processus de retour des sacs gonflables retirés, comme indiqué dans le bulletin de rappel N212349040.

**IMPORTANT : Ne pas déployer le sac gonflable. La personne qui emballe le module de sac gonflable retiré doit lire et suivre les instructions ci-dessous.**

**N'effectuez PAS les services décrits dans les instructions de retour des sacs gonflables des États-Unis. Le non-respect du processus canadien de retour des sacs gonflables entraînera une rétrofacturation au concessionnaire.**

Directives relatives à l'expédition et la manutention :

### « RAPPEL N° N212349040 – Rupture du dispositif de gonflage du sac gonflable du conducteur »

Veillez entrer les renseignements dans la carte indicatrice qui se trouve dans le bulletin de rappel et en faire une photocopie. Inclure la carte indicatrice originale dûment remplie avec une copie du bon de réparation dans la boîte de retour avec le dispositif de gonflage suspect retiré du véhicule. Bien fixer en place à l'aide d'un ruban adhésif une copie de la carte indicatrice dûment remplie sur le dessus de la boîte. Avec un marqueur, inscrivez clairement le numéro de rappel à l'extérieur de la boîte de retour à côté de la carte indicatrice. Ce produit pourrait parcourir une longue distance jusqu'au point de consolidation; par conséquent, veuillez vous assurer que la carte indicatrice demeure intacte à l'extérieur de la boîte.

**Concessionnaires canadiens : Les retours de sac gonflable doivent être effectués selon votre procédure de retour normale. Aucune étiquette de retour/de crédit ne sera émise pour les sacs gonflables retirés dans le cadre du rappel N212349040.**

**N'effectuez PAS les services décrits dans les instructions de retour des sacs gonflables des États-Unis. Le non-respect du processus canadien de retour des sacs gonflables entraînera une rétrofacturation au concessionnaire.**

- Les sacs gonflables non déployés sont réglementés en tant que marchandises dangereuses et tous les agents doivent respecter toutes les lois locales, provinciales et internationales applicables lors de la préparation des envois de marchandises dangereuses, ce qui comprend, sans s'y limiter, la classification, l'emballage, le marquage, l'étiquetage et l'expédition de marchandises dangereuses.
- Remplissez le formulaire PC0302C (302C) et assurez-vous que la section sur le transport de marchandises dangereuses (TMD) est remplie correctement.
- Au moment du ramassage, donnez le formulaire 302C au conducteur avec les sacs gonflables faisant l'objet du rappel correctement étiquetés pour qu'ils soient retournés à votre CDP. (Le conducteur ne ramassera pas de produit sans ce document rempli et signé.)

Numéros de téléphone et de télécopieur des CDP :

Woodstock	519 421-4788	Télécopieur : 519 421-4766
Edmonton	780 451-7013	Télécopieur : 1 866 350-6233
Montréal	514 630-6162	
Vancouver	604 857-4347	Télécopieur : 604 857-4402

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### Return Airbag Module Instructions for International and locations outside of the Continental United States (APAC, EMEA, Mexico, Hawaii, Alaska, Puerto Rico, SAM, US Virgin Islands)

**Important: Ensure your region DOES NOT have a Region-Specific Return Instruction Section below. If your region has a specific return instruction section below, use those instructions instead.**

**Important: DO NOT DEPLOY THE AIRBAG.**

**Important:** Be sure to comply with all hazardous part shipping requirements described in the bulletin. Dealers may also refer to Title 49 of the Code of Federal Regulations, Parts 171 to 180, when shipping any hazardous material.

**Note:** Undeployed airbags are regulated as dangerous goods and all service agents must follow all applicable International Maritime Dangerous Goods regulations, International, Federal, State, Provincial, and/or Local laws when preparing dangerous goods shipments including but not limited to classification, packaging, marking, labeling, and shipping dangerous goods.

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**Important:** DO NOT include any other parts or hardware in the box other than the un-deployed airbag module. Be sure that all required hazardous material markings and/or labels are still visible and that all non-needed labels are covered or removed.

1. Contact an RXO USA Representative directly for shipping instructions by emailing [SCTakataRestraintsinternational@rxo.com](mailto:SCTakataRestraintsinternational@rxo.com).
  - If you do not receive a response from an RXO logistics specialists within 48 to 72 hours, then utilize the escalation number, (210) 317-6436 for further assistance.

### **Used Steering Wheel Airbag Module Return Instructions for Israel**

**Note:** Replaced air bags will follow the normal UMI parts return process.

- Check the box that the new airbag module was shipped in for damage and confirm that it still contains the required shipping inserts. If the box is in acceptable condition, place the used airbag module in the “cradle” of the box insert. **A copy of the job card must also be included in the box.** The job card number, repair date, repair mileage and full 17-character VIN must be clearly visible on the job card. Also make sure that the serial numbers of the airbag modules and the used airbag modules are recorded on the job card.
- DO NOT include any other parts or hardware in the box other than the un-deployed airbag module and job card copy. Be sure that all required hazardous material markings and/or labels are still visible and that all non-needed labels are covered or removed.

All airbag modules replaced for this recall must be immediately returned to UMI’s parts delivery center at the following location (Israel Only):

Universal Motors Israel – Parts Delivery Center  
Rimon 3 ST  
Hevel Modiin Industrial area  
Israel  
Contact # +97239534444

**UNDER NO CIRCUMSTANCES SHOULD A USED AIRBAG BE DEPLOYED OR OTHERWISE TAMPERED WITH PRIOR TO SHIPMENT.**

### **Used Steering Wheel Airbag Module Return Instructions for the Middle East**

Replaced air bag will be returned following directions provided by the local GM Wholesale Representative.

**Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)**

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

**Dealer Responsibility – All**

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

# Product Safety Recall

## N212349040 Driver Front Airbag Inflator May Rupture



Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**



# IMPORTANT SAFETY RECALL

January 2022

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2008-2017 model year Buick Enclave and 2013-2017 model year Chevrolet Traverse vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM safety recall N212349040.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

In these vehicles, the front-driver airbag inflator, which may have been installed either as original equipment or as part of a replacement driver-airbag module during a service event, may contain a supplier manufacturing defect that may result in inflator rupture during deployment. An inflator rupture may cause metal fragments to pass through the airbag and into the vehicle interior, which may result in injury or death to vehicle occupants.

### What will we do?

Your GM dealer will perform one of the following repairs:

For vehicles that may have had a suspect inflator installed as original equipment, dealers will replace the front-driver airbag module. For vehicles that may have had a suspect inflator installed as part of a service replacement of the front-driver airbag module, dealers will remove the module, inspect the lot number on the inflator, and replace the suspect module if the lot number matches the suspect lot number. This service will be performed for you at **no charge**.

Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 35 minutes.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

### Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 21V782.

**Product Safety Recall**  
N212349040 Driver Front Airbag Inflator May Rupture



Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto  
Vice President  
Global Product Safety and Systems

GM Recall: N212349040