

Product Safety Recall

N202321200 Driver Side Roof Rail Airbag Bolts Not Installed



Release Date: May 2021

Revision: 00

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 April 8, 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.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Enclave	2010	2015		
Buick	Enclave	2017	2017		
Chevrolet	Traverse	2010	2015		
Chevrolet	Traverse	2019	2019		
GMC	Acadia	2011	2014		
GMC	Acadia	2016	2016		

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.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2010–2015 and 2017 model year Buick Enclave vehicles; 2010–2015 and 2019 model year Chevrolet Traverse vehicles; and 2011–2014 and 2016 model year GMC Acadia vehicles. One or two of the weld nuts that secure the left roof-rail airbag to the vehicle might be damaged, out of position, or missing. If the roof-rail airbag is not properly secured to the vehicle, the airbag may not perform as intended, increasing the risk of injury in certain crash conditions.
Correction	Dealers will inspect roof-rail airbag attachments and provide or replace any found to be missing, damaged or out of position.

Parts

Quantity	Part Name	Part No.
As Required	M6 Rivnut	11609624
As Required	M6 14.5mm Bolt – Use with MY 2010-11 Vehicles (Specified Locations)	12560226
As Required	M6 20mm Bolt – Use with MY 2010-17	11609585
As Required	M6 25mm Bolt – Use with MY 2019	11609989

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which bolt to order.

Due to the small number of vehicles involved, 71, and due to limited initial parts availability, dealers are encouraged not to order program 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.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105733	Inspect and Tighten Roof Rail Airbag Bolts All MY 2010-2017 ADD: Repair Weld Nut Thread and Install New Bolt (Includes Slag and Excess Metal Removal if Required) ADD: Install Rivnut and New Bolt	2.4 0.2 0.3	ZFAT	N/A
9105734	Inspect and Tighten Roof Rail Airbag Bolts MY 2019 Traverse ADD: Repair Weld Nut Thread and Install New Bolt (Includes Slag and Excess Metal Removal if Required) ADD: Install Rivnut and New Bolt	1.6 0.2 0.3	ZFAT	N/A
9105735	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*
9105736	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**
9105737	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	***

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

*For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.

**Submit \$10.00 administrative allowance in Net/Admin Allowance.

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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, 9800069, provided in the dealer message sent on April 22, 2021 (USA) or April 22, 2021 (Canada), 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 (April 8, 2021) to the date the inspection or repair closed the recall bulletin. (not to exceed 38 days).

Vehicle	Working Capital Assistance Reimbursement Amount	
	USA	Canada
2010 Buick Enclave	\$2.49	NA
2011 Buick Enclave	\$2.91	NA
2012 Buick Enclave	\$3.90	\$5.27
2013 Buick Enclave	\$4.97	NA
2014 Buick Enclave	\$6.03	\$7.44
2015 Buick Enclave	\$6.97	NA
2017 Buick Enclave	\$10.58	NA
2010 Chevrolet Traverse	\$2.98	NA
2011 Chevrolet Traverse	\$3.27	NA
2012 Chevrolet Traverse	\$3.68	\$5.23
2013 Chevrolet Traverse	\$5.26	NA
2014 Chevrolet Traverse	\$6.21	NA
2015 Chevrolet Traverse	\$7.90	NA
2019 Chevrolet Traverse	\$15.09	NA
2011 GMC Acadia	\$3.33	NA
2012 GMC Acadia	\$3.89	NA
2013 GMC Acadia	\$4.97	NA
2014 GMC Acadia	\$5.98	\$7.52
2016 GMC Acadia	\$9.10	NA

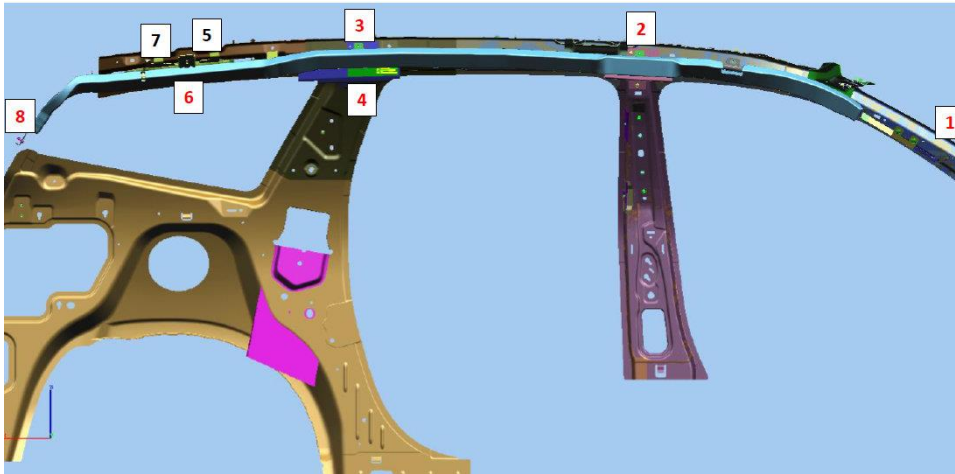
Service Procedure

NOTE: it is not necessary to completely remove the headliner assembly. Only lower the headliner enough to access the repair area. Use extreme care to not damage the headliner assembly.

1. Access the driver side roof rail airbag.
 - For MY 2010-2017 vehicles, Refer to *Roof Side Rail Airbag Replacement* in SI.
 - For MY 2018-2019 vehicles, Refer to *Front, Rear, and 3rd Row Roof Rail Airbag Replacement* in SI.

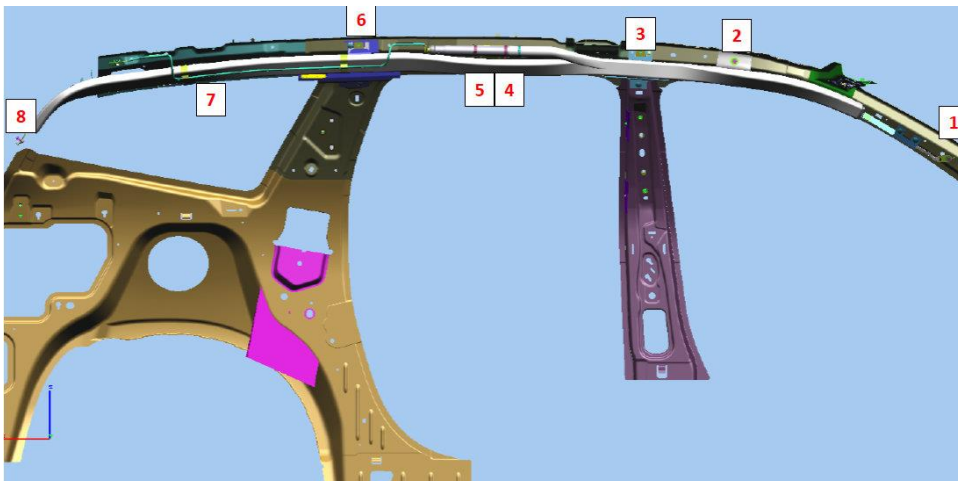
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5834454

2010 - 2011 Traverse and Enclave bolt locations (Qty=8 total). Red Numbered locations indicate an M6x20mm bolt, Black Numbered locations indicate an M6x14.5mm bolt.



5834456

2012 - 2017 Traverse and Enclave bolt locations (Qty=8 total). Red Numbered locations indicate an M6x20mm bolt.

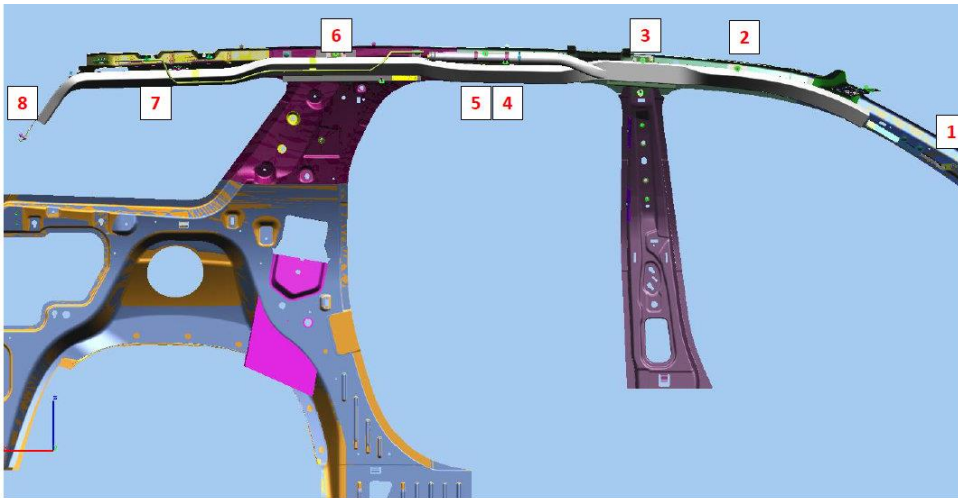


5834458

2011 Acadia bolt locations (Qty=9 total). Red Numbered locations indicate an M6x20mm bolt, Black Numbered locations indicate an M6x14.5mm bolt.

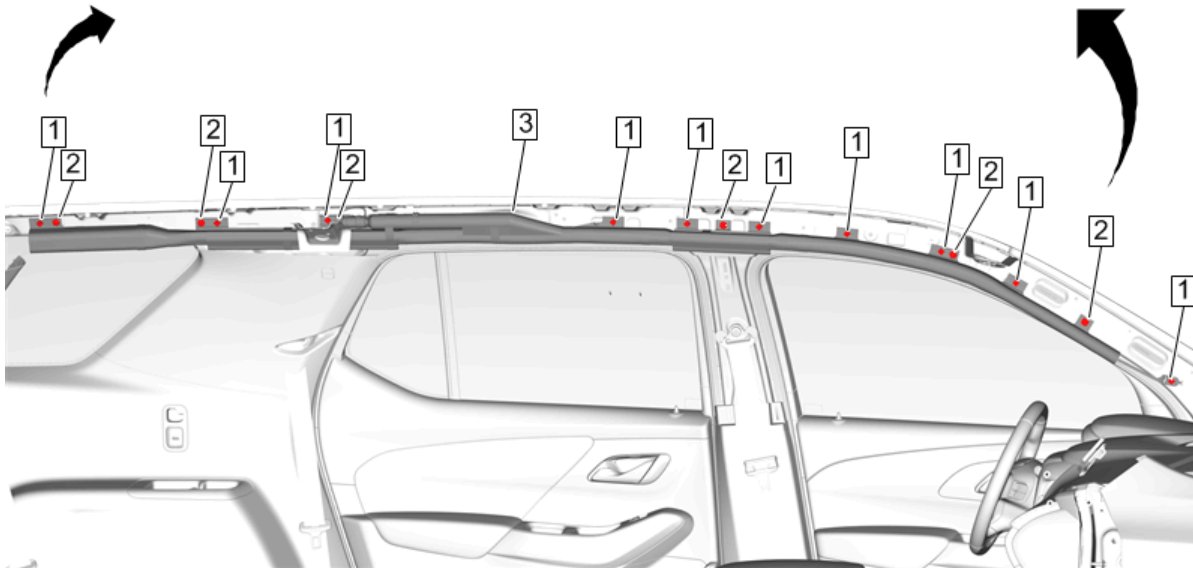
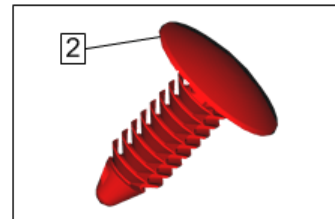
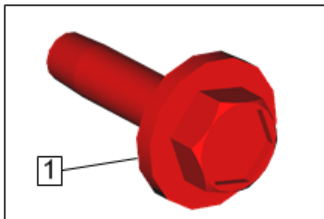
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5834459

2012 - 2016 Acadia bolt locations (Qty=8 total). Red Numbered locations indicate a an M6x20mm bolt.



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Model Year 2019 Traverse (1) Bolt 10 Locations

2. With the headliner lowered, inspect the attachment bolts for correct tightness and installation.

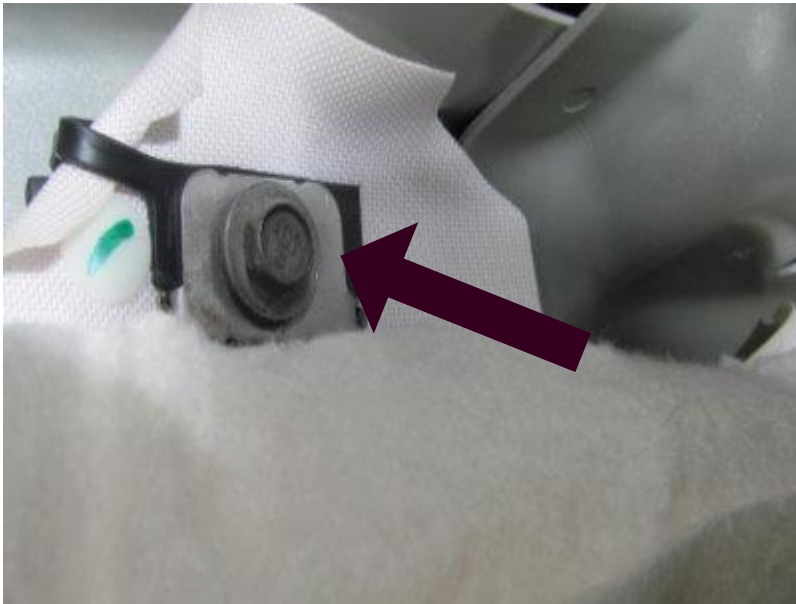
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5823445

- Verify the fastener is installed into the body and the weld nut is present.

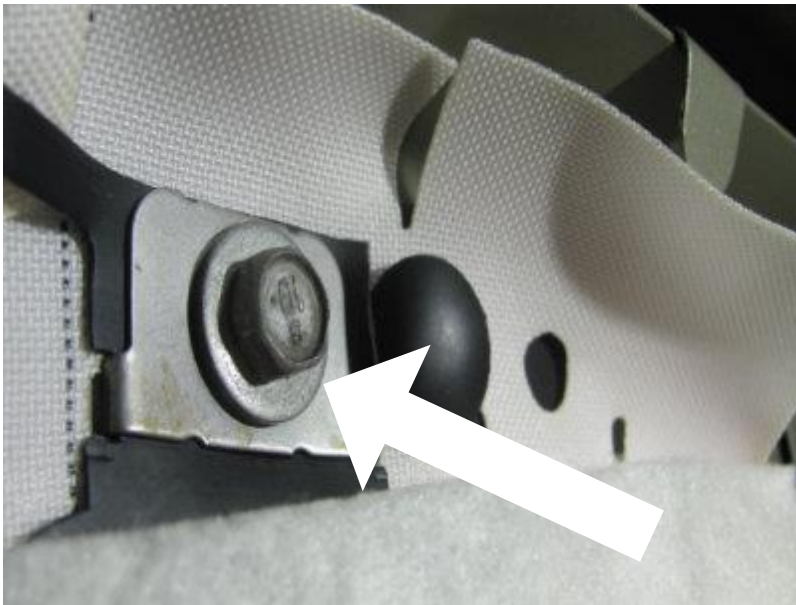


5823616

- Verify that the airbag mounting tab is secure and can't rotate.

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5823617

- Verify that the washer is secure and tightened down onto the mounting tab.
- 3. If a bolt is not present or is present on the roof rail airbag mounting tab, but not installed into the weld nut, and the weld nut is correctly installed, discard any existing bolts and proceed to the Thread Repair section below. The bolt retaining washer holding the bolt to the roof rail airbag mounting tab, if present, should be discarded and will not need replacement.
- 4. If a bolt is loose, broken or not fully seated, proceed to the Thread Repair section below.
- 5. If a weld nut on the body is missing, proceed to the Rivnut installation section below.
- 6. If a weld nut is out of alignment with the hole in the sheet metal, proceed to the Out of Position Weld Nut repair section below.
- 7. If no bolt issues are found, tighten all the airbag fasteners to 9 N.m (80 lb in).
- 8. If a fastener cannot be tightened to 9 N.m (80 lb in), proceed to the Thread Repair section below.
- 9. Reinstall the trim that was removed in step 1 above.

Thread Repair

WARNING: If thread repair or drilling is performed, use extreme care to manage any metal shavings. Cover the airbag assembly with protective measures to prevent any shavings from contaminating the airbag assembly, failure to do so may cause bodily harm during an airbag deployment.

If a weld nut is present and there is no damage observed with the weld nut, discard any existing bolt and install a new bolt. The bolt retaining washer holding the bolt to the roof rail airbag mounting tab, if present, should be discarded and will not need replacement. Apply Blue LOCTITE 242 or the equivalent. Hand start the bolt to avoid cross threading. Tighten the new bolt to 9 N.m (80 lb in).

If a bolt is missing, bound or cross threaded, use the following steps to repair the threads in the body mounted weld nut. If weld slag is present, remove the slag using a chisel or similar tool. If the slag is in the threads, predrill with a 5mm drill before re-tapping.

1. Remove and discard the bolt.
 - If the bolt is broken off, use standard broken bolt removal procedures.
2. Restore the threads in the body mounted weld nut with a 6mm tap.
3. Install a new bolt. Apply Blue LOCTITE 242 or the equivalent.

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4. Hand start the bolt to avoid cross threading. Tighten the new bolt to 9 N.m (80 lb in).

Rivnut Installation

WARNING: If thread repair or drilling is performed, use extreme care to manage any metal shavings. Cover the airbag assembly with protective measures to prevent any shavings from contaminating the airbag assembly, failure to do so may cause bodily harm during an airbag deployment.

If a weld nut is found to be missing and either the bolt is present in the body hole or the roof rail airbag mounting tab or is not present, use the following steps to install a Rivnut and new bolt. If there is an existing bolt that is present, discard it and install a new bolt. The bolt retaining washer holding the bolt to the roof rail airbag mounting tab, if present, should be discarded and will not need replacement.

1. Verify the Rivnut can be installed into the hole where the missing weld nut should be located.
2. If required, drill out the hole to 10mm. Use care to not drill too deep causing damage to the underlying layer.
3. Using a manual or pneumatic installation tool, secure the Rivnut to the body.
4. Install a new bolt. Apply Blue LOCTITE 242 or the equivalent.
5. Hand start the bolt to avoid cross threading. Tighten the new bolt to 9 N.m (80 lb in).

Out of Position Weld Nut

WARNING: If thread repair, grinding or drilling is performed, use extreme care to manage any metal shavings. Cover the airbag assembly with protective measures to prevent any shavings from contaminating the airbag assembly, failure to do so may cause bodily harm during an airbag deployment.

1. If the threads of the weld nut are partially covered by the sheet metal (nut not centered in the body metal hole):
 - For minor overlaps, clear the sheet metal with a 6mm tap and install the new bolt as described above.
 - For more severe overlaps, use a small grinder (spot weld remover for example) to clear the sheet metal overlap. Install the new bolt as described above.

Procedure for Vehicles That Cannot Be Repaired Using One of The Above Methods

If a vehicle has a broken bolt, broken or damaged weld nut or similar condition that cannot be repaired using one of the above methods, follow these steps:

For US Dealers - Submit a Field Product Report (FPR) and pictures using the Field Product Reporter App found in the Certified Service Mobile Tools (reference TSB 02-00-89-002).

For Canada Dealers - Submit a Product Information Report (PIR) with Pictures and clearly state that Field Action N202321200 cannot be completed (reference TSB 10-00-89-006).

For all other regions contact the local GM TAC or GM Wholesale Organization representative.

All Field Product Reports must include the following information:

- Complete Dealer Information
- Enter VIN and Mileage
- For Condition enter: Roof Rail Airbag Fastener
- For Cause enter: NA
- For Correction enter: Safety Recall N202321200
- Important: Include 2 Pictures
- 1 picture of the overall area showing the part and location of issue (bolt Issue). Please also indicate the numbered location of the bolt using the images in the bulletin for the appropriate model year and model. For 2019 Traverse vehicles describe the location of the fastener on the vehicle using the image in the bulletin
- 1 picture showing more of a closeup of the failed fastener
- Please make sure the pictures are in focus and the broken bolt, broken or damaged weld nut or similar condition is marked to identify the issue area

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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.

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.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

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.

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Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in the bulletin can be submitted at anytime to the dealer. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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

May 2021

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 2010–2015 and 2017 model year Buick Enclave vehicles; 2010–2015 and 2019 model year Chevrolet Traverse vehicles; and 2011– 2014 and 2016 model year GMC Acadia 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 N202321200.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

One or two of the weld nuts that secure the left roof-rail airbag to the vehicle might be damaged, out of position, or missing. If the roof-rail airbag is not properly secured to the vehicle, the airbag may not perform as intended, increasing the risk of injury in certain crash conditions.

What will we do?

Your GM dealer will inspect roof-rail airbag attachments and provide or replace any found to be missing, damaged or out of position. 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 2 hours.

What should you do?

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

Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

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
GMC	1-866-996-9463	1-800-462-8583
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

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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 21V246.

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

Maryann L. Combs
Vice President
Global Vehicle Safety

Enclosure
GM Recall: N202321200