

Frequently Asked Questions (FAQs) for Safety Recall N202321201 Passenger Side Roof Rail Airbag Bolts Not Installed

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

Q1) Which vehicles are involved?

A1) Certain 2010 – 2012 Buick Enclave, 2014 – Buick Enclave, 2010 – 2013 Chevrolet Traverse, 2015 – 2019 Chevrolet Traverse, and 2011 – 2016 GMC Acadia.

Q2) What is the issue or condition?

A2) One or two of the weld nuts that secure the right roof-rail airbag to the vehicle might be damaged, out of position, or missing.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) None.

Q4) What is the remedy/repair?

A4) Dealers will inspect roof-rail airbag attachments and provide or replace any found to be missing, damaged or out of position.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) 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.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) No, when a remedy is available and sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.