

Product Safety Recall

N212352140 Intermittent Roof Rail Airbag Connection Right Side



Release Date: April 2022

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 March 31, 2022. 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	2021	2022		
Chevrolet	Traverse	2020	2022		

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 2020 – 2022 model year Chevrolet Traverse and 2021 – 2022 model year Buick Enclave vehicles. The harness connector to the passenger side roof rail airbag may have had incompatible electrical terminals installed during offline service at GM's assembly plant. Incompatible electrical terminals can result in an open or intermittent connection to the passenger side roof rail airbag and could prevent airbag deployment when commanded, increasing the risk of injury in a crash.
Correction	Dealers will replace the harness connector to the roof rail airbag.

Parts

Quantity	Part Name	Part No.
1	Connector Kit – Wiring Harness	19369032

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which connector kit to order.

Due to the small number of vehicles involved, (72), and due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. There are a couple of vehicles on dealers lot needing this part. If your VIN is listed below there will be a part pre-shipped to dealer on record with this VIN on label week of 4/11/12. All other effected Vehicles will be available through open ordering.

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.

VIN
1GNERFKW9MJ268021
1GNEVGKW8NJ102463
5GAEVAKW8NJ102518
5GAEVBKW0MJ126106
1GNEVJKW1NJ101605

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106270	Replace Roof Rail Airbag Inline Connector ADD Check and Clear DTC History	0.7 0.2	ZFAT	N/A

Service Procedure

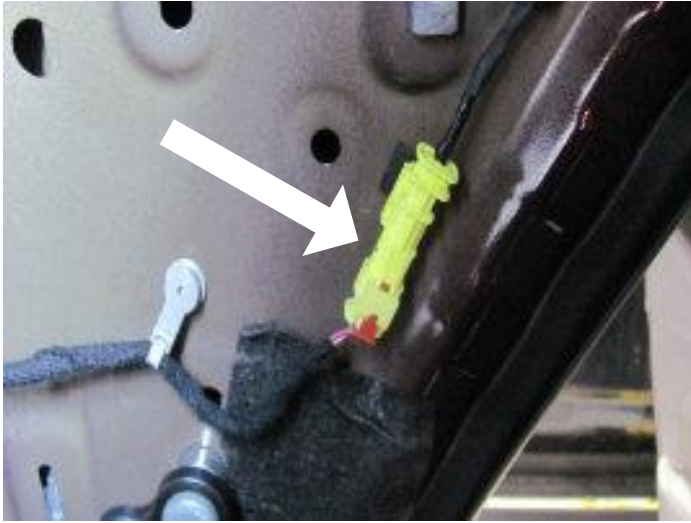
NOTE: The graphics in this procedure show the left side of the vehicle. The right-side components are the same.

Product Safety Recall

N212352140 Intermittent Roof Rail Airbag Connection Right Side



1. Remove the right body lock pillar upper trim panel. Refer to *Body Lock Pillar Upper Trim Panel Replacement* in SI. Note, it is not necessary to disconnect the seatbelt.



6039672

2. Locate the roof rail airbag inline connector above the seatbelt upper mount.



6039676

3. Disconnect the inline connector from the roof rail airbag connector. Use care to release the red CPA before separating the two connectors.

Product Safety Recall

N212352140 Intermittent Roof Rail Airbag Connection Right Side



6039678

4. Unwrap the electrical tape from the body side harness until you reach the crimp repair connectors.
5. Cut the two wires on the body side harness, removing the crimp connectors, pigtail wires and inline connector.
6. Prepare the body side wires for the connector kit installation. Refer to *Wire to Wire Repair* in SI.

NOTE: It may be necessary to trim the length of the wire leads on the wiring harness connector kit. Use the removed pigtail and inline connector for reference length.

7. Install the wiring harness connector kit. Refer to *Wire to Wire Repair* in SI.
8. Rewrap the harness with electrical tape as required.
9. Inspect the roof rail airbag harness connector for damage.
10. Connect the body side harness connector to the roof rail airbag connector. Ensure the red CPA is engaged.
11. Reinstall the right body lock pillar upper trim panel. Refer to *Body Lock Pillar Upper Trim Panel Replacement* in SI.
12. If the customer commented on any "airbag light on" condition, check and clear any diagnostic codes related to the airbag system.

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/repared 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

N212352140 Intermittent Roof Rail Airbag Connection Right Side



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. 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.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

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**

Product Safety Recall

N212352140 Intermittent Roof Rail Airbag Connection Right Side



IMPORTANT SAFETY RECALL

April 2022

This notice applies to your vehicle, **VIN: <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 2021-2022 model year Buick Enclave and 2020-2022 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 recall N212352140.
- Schedule an appointment with your <DIV_DLR> dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The harness connector to the passenger side roof rail airbag may have had incompatible electrical terminals installed during offline service at GM's assembly plant. Incompatible electrical terminals can result in an open or intermittent connection to the passenger side roof rail airbag and could prevent airbag deployment when commanded, increasing the risk of injury in a crash.

What will we do?

Your GM dealer will replace the harness connector to the roof rail airbag. 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 service correction time of approximately 1 hour.

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

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	711 / 1-800-833-2438
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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 22V210.

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

Product Safety Recall

N212352140 Intermittent Roof Rail Airbag Connection Right Side



Regina A. Carto
Vice President
Global Product Safety and Systems

GM Recall N212352140