

Frequently Asked Questions (FAQs) for Safety Recall N212352140 / 2141

Intermittent Roof Rail Airbag Connection Left Side

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 2020 – 2022 model year Chevrolet Traverse and 2021 – 2022 model year Buick Enclave vehicles.

Q2) What is the issue or condition?

A2) The harness connector to the left or right side roof rail airbag may have had incompatible electrical terminals installed during offline service at GM's assembly plant.

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

A3) The service airbag light may illuminate continuously or intermittently.

Q4) What is the remedy/repair?

A4) Dealers will replace the harness connector to the roof rail airbag.

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

A5) Incompatible electrical terminals can result in an open or intermittent connection to the roof rail airbag and could prevent airbag deployment when commanded, increasing the risk of injury in a crash.

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

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

Q7) Is the remedy/repair available now?

A7) Yes, please see the attached bulletin for details.

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.