

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5133
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 06, 2019

Subject: N192268310 - Safety Recall
Engine Compartment Frame Crack

Models: 2020 Buick Enclave
2020 Chevrolet Traverse

To: All General Motors Dealers

General Motors is releasing Safety Recall N192268310 today. The total number of U.S. vehicles involved is approximately 3,420. Please see the attached bulletin for details.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated September 06, 2019. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
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