

Product Safety Recall

N192268310 Engine Compartment Rail Stress Fracture



Release Date: September 2019

Revision: 01

Revision Description: This bulletin has been updated to include the customer letter. Please discard all previous copies of bulletin N192268310.

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.

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	2020	2020		
Chevrolet	Traverse	2020	2020		

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 Buick Enclave and Chevrolet Traverse vehicles. In a small number of these vehicles, the right-hand frame rail in the engine compartment may have a stress fracture along the rail’s upper surface. Vehicles with a stress fracture in the frame rail may experience reduced crash performance in certain frontal crashes, increasing the risk of occupant injury.
Correction	GM will inspect for the condition and replace vehicles with the condition.

Parts

No parts are required for this inspection.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104645	Inspect Right Front Frame Rail - No Further Action Required	0.3	ZFAT	N/A
9104648	Inspect Right Front Frame Rail - Quarantine Vehicle	0.4	ZFAT	*

* If using this labor operation, be sure to follow step #5 of the service procedure completely.

- Arrange for alternate transportation for customer vehicles that do not pass inspection.
- For new dealer inventory:
 - 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).
 - Canadian Dealers - Submit a Product Information Report (PIR) and pictures (reference TSB 10-00-89-006).

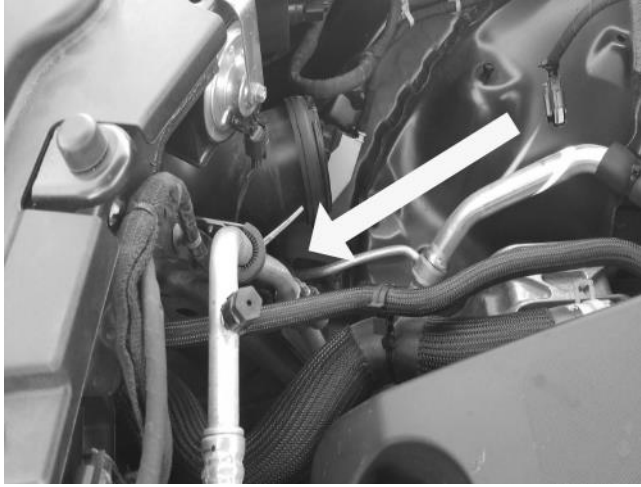
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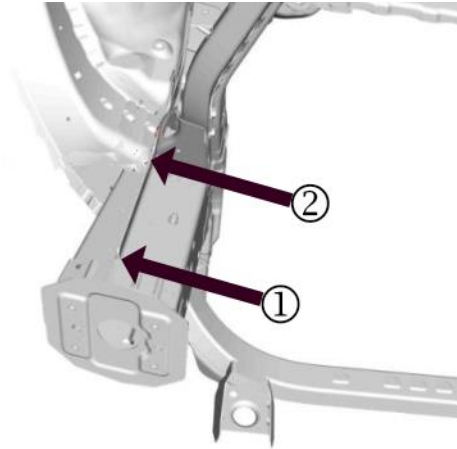


Service Procedure

1. Remove the air cleaner assembly. Refer to *Air Cleaner Assembly Replacement* in SI.



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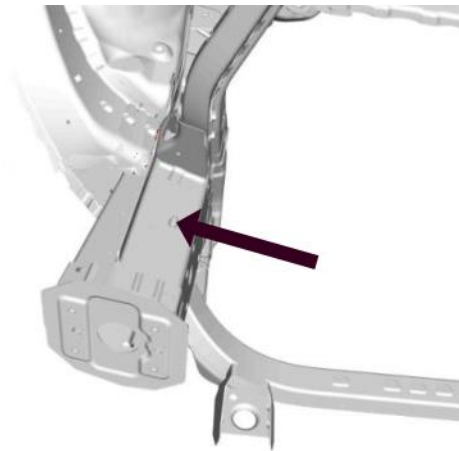
2. Locate the inspection area on the inner right front frame rail. This area runs from the bumper bracket (1) to the frame rail mounted upper tie bar bracket (2).



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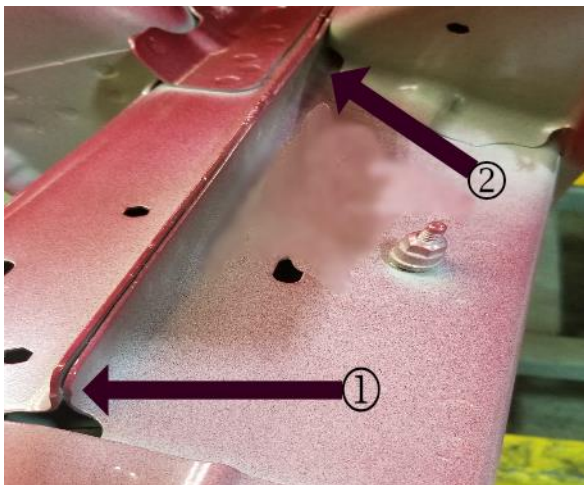
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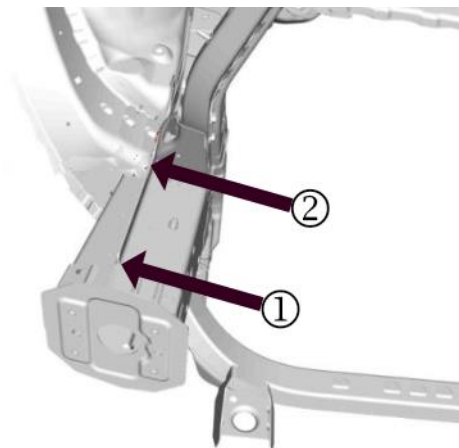


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3. Use the ground stud for reference.



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4. Using a bright light, visually inspect the frame rail where the weld flange meets the top horizontal surface of the frame rail from point (1) to point (2).

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Crack example

5. Verify that there are no cracks, or indication of cracks in this area.
 - If **No Cracks Are Found**, reinstall the air cleaner assembly and return the vehicle to service.
 - If **Any Evidence of Cracks Are Found during the inspection process you must perform the following steps:**
 - **Quarantine the vehicle.**
 - 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 Canadian Dealers - Submit a Product Information Report (PIR) and Pictures (reference TSB 10-00-89-006). Be sure to include the following information:
 - Complete Dealer Information
 - Enter VIN and Mileage
 - For Condition enter: Frame Rail Crack
 - For Cause enter: NA
 - For Correction enter: Safety Recall N192268310
 - Important: Include 2 Pictures (1 Picture of the overall area showing the part and location of issue (crack area) and 1 picture showing more of a closeup of the crack area). Please make sure the pictures are in focus and the crack is marked to identify the issue area

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.

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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 recall enters your vehicle inventory or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. The listing may contain customer names and addresses obtained 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 is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

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, Sections 1.4 and 6.1.10, 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).

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

October 2019

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 2020 Buick Enclave and 2020 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 safety recall N192268310.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

In a small number of these vehicles, the right-hand frame rail in the engine compartment may have a stress fracture along the rail's upper surface. Vehicles with a stress fracture in the frame rail may experience reduced crash performance in certain frontal crashes, increasing the risk of occupant injury.

What will we do?

Your GM dealer will inspect for the condition and replace vehicles with the condition. 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 time of approximately 30 minutes.

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 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
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 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 19V643.

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