

Frequently Asked Questions (FAQs) for Safety Recall N192268310 Engine Compartment Frame Crack

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) 2020 Buick Enclave and 2020 Chevrolet Traverse vehicles.

Q2) What is the issue or condition?

A2) 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.

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

A3) Vehicles with a stress fracture in the frame rail may experience reduced crash performance in certain frontal crashes, increasing the risk of occupant injury.

Q4) What is the remedy/repair?

A4) GM will inspect for the condition and replace vehicles with the condition.

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

A5) Vehicles with a stress fracture in the frame rail may experience reduced crash performance in certain frontal crashes, increasing the risk of occupant injury.

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) 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 will be made available for customers owning a vehicle that does not pass the inspection in this field action. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.