

**Frequently Asked Questions (FAQs) for Safety Recall N212340220
Incorrect SDM Calibration May Affect Timing or Level of Airbag Deployment**

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 2021 Buick Enclave & Chevrolet Traverse.

Q2) What is the issue or condition?

A2) Certain vehicles may have received incorrect sensing diagnostic module (SDM) calibration software during service by a dealer that may affect the timing or level of frontal airbag deployment in certain crashes.

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

A3) None.

Q4) What is the remedy/repair?

A4) Dealers will update the calibration software in the sensing diagnostic module (SDM).

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

A5) If the SDM commands frontal airbag deployment at a different time or level than intended by design, there is increased risk of injury in certain crash conditions.

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 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.