

# Product Safety Recall

## A212335470 Mispositioned Emergency Jack May Not Support Vehicle



**Release Date:** October 2021

**Revision:** 02

**Revision Description:** This bulletin has been revised to include an updated parts table, updated service procedure, and the customer letter. Please discard all previous copies of bulletin A212335470.

**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.

Vehicles involved in this recall in the state of Rhode Island and the Russian Federation were placed on stop delivery June 10, 2021 under A212335471. Once the service procedure has been completed, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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	Encore GX	2020	2022		
Chevrolet	Trailblazer	2021	2022		

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.

<b>Condition</b>	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2020 – 2022 model year Buick Encore GX and 2021 – 2022 model year Chevrolet Trailblazer vehicles. These vehicles are equipped with an emergency jack that, if not positioned as directed in the vehicle owner's manual, could fracture and fail to support the vehicle. If the jack fractures while under load, the vehicle could collapse, potentially injuring people near or under the vehicle.
<b>Correction</b>	Dealers will replace the recalled jack with a jack with a different design.

### Parts

Quantity	Part Name	Part No.
1	Jack	60005847

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106030	Jack Replacement	0.2	ZFAT	N/A

### Service Procedure

1. Remove the Load Floor Stowage Compartment Cover. Refer to *Load Floor Stowage Compartment Cover Replacement* in SI.

# Product Safety Recall

## A212335470 Mispositioned Emergency Jack May Not Support Vehicle



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## Product Safety Recall

# A212335470 Mispositioned Emergency Jack May Not Support Vehicle



2. Locate the plastic jack on the left-hand side of the vehicle, towards the front of the stowage compartment.
  - The jack will be on the left-hand side of the vehicle, towards the front of the stowage compartment if the vehicle is equipped with a subwoofer.
  - If the vehicle is NOT equipped with a subwoofer, remove the spare tire to access the jack.
3. Remove the plastic jack and replace it with a steel jack, as shown.
  - Scrap the plastic jack.
4. Replace the spare tire if it was removed.
5. Replace the Load Floor Stowage Compartment Cover. Refer to *Load Floor Stowage Compartment Cover Replacement* in SI.

### 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/repared 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.

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. 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 field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses 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 may be a violation of law in several states.

## Product Safety Recall

### A212335470 Mispositioned Emergency Jack May Not Support Vehicle



#### **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 for courtesy transportation program details.

#### **Customer Notification**

USA & Canada - General Motors will notify customers of this recall on their vehicle.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

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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**

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A212335470 Mispositioned Emergency Jack May Not Support Vehicle



# IMPORTANT SAFETY RECALL

November 2021

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 - 2022 model year Buick Encore GX, and 2021-2022 Chevrolet Trailblazer 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 A212335470.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

These vehicles are equipped with an emergency jack that, if not positioned as directed in the vehicle owner's manual, could fracture and fail to support the vehicle. If the jack fractures while under load, the vehicle could collapse, potentially injuring people near or under the vehicle.

### What will we do?

Your GM dealer will replace the recalled jack with a jack with a different design. If your vehicle recently had the emergency jack removed prior to delivery or during other service, you will receive another letter to provide a replacement jack under a customer satisfaction campaign. 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 service correction time of approximately 15 minutes.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

**If a need arises requiring the use of the emergency jack, do not use the original jack until the final remedy is completed.** Instead, GM recommends owners contact the Chevrolet Roadside Assistance Center at 1-800-243-8872 or the Buick Roadside Assistance Center at 1-800-252-1112.

### 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 21V440.

## Product Safety Recall

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Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto  
Vice President  
Global Product Safety and Systems

GM Recall: A212335470