

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5957
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 7, 2021

Subject: Upcoming Safety Recall N212349040
Driver Front Airbag Inflator May Rupture

Models: 2008-2017 Buick Enclave
2013-2017 Chevrolet Traverse

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves certain 2008-2017 model year Buick Enclave and 2013-2017 model year Chevrolet Traverse vehicles. The GM recall number is N212349040.

It is a violation of federal law for a dealer to deliver a new or used motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the defect is remedied.

In these vehicles, the front-driver airbag inflator, which may have been installed either as original equipment or as part of a replacement driver-airbag module during a service event, may contain a supplier manufacturing defect that may result in inflator rupture during deployment. An inflator rupture may cause metal fragments to pass through the airbag and into the vehicle interior, which may result in injury or death to vehicle occupants.

Parts are not currently available, but when parts are available, for vehicles that may have had a suspect inflator installed as original equipment, dealers will replace the front-driver airbag module. For vehicles that may have had a suspect inflator installed as part of a service replacement of the front-driver airbag module, dealers will remove the module, inspect the lot number on the inflator, and replace the suspect module if the lot number matches the suspect lot number. GM dealers will be instructed to inspect and return the service modules that contain inflators from the suspect lot to the Tier 1 supplier.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this upcoming recall on October 7, 2021. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

Question and Answer Document (Q&A)

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

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE
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