

Product Safety Recall

N212349040 Driver Front Airbag Inflator May Rupture



Release Date: February 2022

Revision: 01

Revision Description: The correction statement and service procedure have been updated in this bulletin. Please discard all previous copies of N212349040.

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 were placed on stop delivery October 7, 2021. Once the service procedure contained in this bulletin has been performed on the vehicle, 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.

Important: The requirement information for recording the serial number for BOTH the removed front driver airbag module AND the replacement front driver airbag module is included in this bulletin.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Enclave	2008	2017		
Chevrolet	Traverse	2013	2017		

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 2008-2017 model year Buick Enclave and 2013-2017 model year Chevrolet Traverse vehicles. 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.
Correction	Dealers are to replace the front driver airbag module and return the replaced front driver airbag module to the Warranty Parts Center (WPC).

Parts

Quantity	Part Name	Part No.
1	Airbag Assembly – Steering Wheel	86805560*
1	Airbag Assembly – Steering Wheel	86805561*
1	Airbag Assembly – Steering Wheel	86805562*
1	Airbag Assembly – Steering Wheel	86805571*
1	Airbag Assembly – Steering Wheel	86805572*

Note: * Both the removed front-driver airbag module and the replacement front-driver airbag module serial numbers must be submitted with labor code (9105888) AND with job card date of December 22, 2021, or later to avoid claim rejection.

IMPORTANT: Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx or with your normal PDC delivery. Therefore, dealers should order **ONLY as DRO = Daily Replenishment Order or CSO = Customer Special Order. Please do not place orders as SPAC it will delay shipment of the order.** Please note, parts will not be shipped overnight. Plan accordingly for transit time to reach your facility.

It is estimated that there are only 564 involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

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.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105888*	Replace Steering Wheel Airbag, Includes Return Packaging	0.4	ZFAT	N/A
9106101	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	**

NOTE: To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Steering Wheel Airbag Serial Number Recording

Labour Time [\[Top\]](#)

Labour Operation Code:

Module Replacement

Additional labour op code information:

Serial Number:

Base Labour Time:

Set Up Time:

Additional Time:

Paint Mix Time:

Administration Time:

Diagnosis Time:

Other Labor Operation Code

Other Labour Time



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Pricing Requested [\[Top\]](#)

Labour	to be calculated
Parts	to be calculated
Parts Handling	to be calculated
Net Item Total	to be calculated
Taxes - Labour	to be calculated
Taxes - Parts	to be calculated
Taxes - Net Items	to be calculated
Taxes - Deductible	to be calculated
Taxes Total	\$

Customer/Service Agent

Participation Amount

Transaction Total (USD)

to be calculated

Authorization/Comments Section [\[Top\]](#)

General Comments

Comments

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IMPORTANT: * (TECHNICIAN and WARRANTY ADMINISTRATOR) SERIAL NUMBER RECORDING REQUIREMENT. The removed and replacement Steering Wheel Airbag assembly serial numbers must be captured by the technician and recorded on the job card. The Warranty Administrator MUST enter the replacement steering wheel airbag assembly serial number in GWM (Global Warranty Management) or in DMS (Dealer Management System). Enter the serial number of the **replacement steering wheel airbag** in the 'Labor Operation Dependency Code' field (1) per the screen above. Enter the **serial number of the removed steering wheel airbag** in the 'General Comments' comments section. Failure to enter these serial numbers will cause the claim to reject.

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Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

Note: USA & Canada Only - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Important: The WCAP ZSET transaction labor code, 9800081, provided in the dealer message sent on October 21, 2021, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

**** USA & Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (October 7, 2021) to the date the inspection or repair closed the recall bulletin. (not to exceed 79 days).

Vehicle	Working Capital Assistance Reimbursement Amount	
	USA	Canada
Buick Enclave 2008	\$1.60	N/A
Buick Enclave 2009	\$1.81	N/A
Buick Enclave 2010	\$2.16	N/A
Buick Enclave 2011	\$2.52	N/A
Buick Enclave 2012	\$3.56	\$5.35
Buick Enclave 2013	\$5.06	N/A
Buick Enclave 2014	\$6.07	N/A
Buick Enclave 2015	\$7.28	\$8.83
Buick Enclave 2016	\$9.85	\$9.79
Buick Enclave 2017	\$11.16	N/A
Chevrolet Traverse 2013	\$5.68	N/A
Chevrolet Traverse 2014	\$6.70	N/A
Chevrolet Traverse 2015	\$8.53	N/A
Chevrolet Traverse 2016	\$9.85	\$10.44
Chevrolet Traverse 2017	\$12.22	\$14.15

Service Procedure

Note: Do not discard or destroy the box containing the new steering wheel airbag assembly, it will be used to return the vehicle airbag. DO NOT DEPLOY ANY AIRBAG.

1. Remove the steering wheel airbag assembly. Refer to *Steering Wheel Airbag Replacement* in SI.
2. Record the serial number of the removed Steering Wheel Airbag.
3. Record the serial number of the New Service Steering Wheel Airbag.
4. Replace the steering wheel airbag assembly. Refer to *Steering Wheel Airbag Replacement* in SI. **Do Not Deploy the AIRBAG.**

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Note: The removed steering wheel airbag module **MUST** be defaced on the airbag cover (customer facing side) with a paint pen or permanent marker to prevent it from being reused.

5. Return the removed steering wheel airbag assembly. Refer to the *Return Used Airbag Instructions* below.

Return Used Airbag Instructions

IMPORTANT: DO NOT DEPLOY THE AIRBAG. AIRBAGS MODULES MUST BE RETURNED.

Used Steering Wheel Airbag Module Return Instructions for US

Undeployed airbags are regulated as dangerous goods and all service agents must follow all applicable International, Federal, State, Provincial, and/or Local laws when preparing dangerous goods shipments including but not limited to classification, packaging, marking, labeling, and shipping dangerous goods.

- Check the box that the new airbag module was shipped in for damage and confirm that it still contains the required shipping inserts. If the box is in acceptable condition, place the used airbag module in the “cradle” of the box insert. **A copy of the job card must also be included in the box.** The job card number, repair date, repair mileage and full 17-character VIN must be clearly visible on the job card. Also make sure that the serial numbers of the airbag modules and the used airbag modules are recorded on the job card.
- DO NOT include any other parts or hardware in the box other than the un-deployed airbag module and job card copy. Be sure that all required hazardous material markings and/or labels are still visible and that all non-needed labels are covered or removed. Hazardous materials should only be shipped to the Warranty Part Center using Central Transport.
- There will be a Part Return Request available through the Global Warranty Management system and follow the instructions in WPC Technical Service Bulletin #99-00-89-019P. Be sure to comply with all hazardous part shipping requirements described in the bulletin. Dealers may also refer to Title 49 of the Code of Federal Regulations, Parts 171 to 180, when shipping any hazardous material.

In the event that the original box can't be reused, dealers will need to acquire proper packaging from available online sources.

Used Steering Wheel Airbag Module Return Instructions for Canada

Print the documents and follow the return instructions at the end of this bulletin.

Used Steering Wheel Airbag Module Return Instructions for Israel

Note: Replaced air bags will follow the normal UMI parts return process.

- Check the box that the new airbag module was shipped in for damage and confirm that it still contains the required shipping inserts. If the box is in acceptable condition, place the used airbag module in the “cradle” of the box insert. **A copy of the job card must also be included in the box.** The job card number, repair date, repair mileage and full 17-character VIN must be clearly visible on the job card. Also make sure that the serial numbers of the airbag modules and the used airbag modules are recorded on the job card.

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- DO NOT include any other parts or hardware in the box other than the un-deployed airbag module and job card copy. Be sure that all required hazardous material markings and/or labels are still visible and that all non-needed labels are covered or removed.

All airbag modules replaced for this recall must be immediately returned to UMI's parts delivery center at the following location (Israel Only):

Universal Motors Israel – Parts Delivery Center
Rimon 3 ST
Hevel Modiin Industrial area
Israel
Contact # +97239534444

UNDER NO CIRCUMSTANCES SHOULD A USED AIRBAG BE DEPLOYED OR OTHERWISE TAMPERED WITH PRIOR TO SHIPMENT.

Used Steering Wheel Airbag Module Return Instructions for the Middle East

Replaced air bag will be returned following directions provided by the local GM Wholesale Representative.

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.

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 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

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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.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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Used Steering Wheel Airbag Module Return Instructions

Canada Only – “FLASHER”

“Driver Airbag Inflator Rupture - RECALL # N212349040”
Part Number - _____

To complete the Flasher, please fill out the information below and then make a photocopy of the document. Insert the original completed Flasher along with a copy of the R.O. in the return box with the suspect inflator removed from the vehicle. Securely tape of photocopy of the completed Flasher to the top of the box. With a marker, clearly write the recall number on the outside of the return box beside the Flasher. This product may be moving long distances to the consolidation point therefore, please ensure the Flasher stays intact on the outside of the box.

IMPORTANT: The return box must contain the completed Flasher, a copy of the R.O. and the suspect inflator removed from the vehicle.

VIN (17 Characters): _____

2008 - 2017 Chevrolet Traverse & Buick Enclave (specify) _____

Odometer reading: _____

Repair Order Number: _____

Dealer Code: _____

Canadian Dealers: Airbag returns for recall N212349040 are to be processed through your normal return process. No return tag/credit will be issued for these returned airbags.

Canada seulement – « CARTE INDICATRICE »

« RAPPEL N° N212349040 – Rupture du dispositif de gonflage du sac gonflable du conducteur »
Numéro de pièce – _____

Pour remplir la carte indicatrice, veuillez nous fournir les renseignements demandés ci-dessous, puis faire une copie du document. Inclure la carte indicatrice originale dûment remplie avec une copie du bon de réparation dans la boîte de retour avec le dispositif de gonflage suspect retiré du véhicule. Bien fixer en place à l'aide d'un ruban adhésif une photocopie de la carte indicatrice dûment remplie sur le dessus de la boîte. Avec un marqueur, inscrivez clairement le numéro de rappel à l'extérieur de la boîte de retour à côté de la carte indicatrice. Ce produit pourrait parcourir une longue distance jusqu'au point de consolidation; par conséquent, veuillez vous assurer que la carte indicatrice demeure intacte à l'extérieur de la boîte.

IMPORTANT : La boîte de retour doit contenir la carte indicatrice dûment remplie, une copie du bon de réparation et le dispositif de gonflage suspect retiré du véhicule.

NIV (17 caractères) : _____

Chevrolet Traverse et Buick Enclave 2008 à 2017 (préciser) _____

Lecture du compteur kilométrique : _____

Numéro du bon de réparation : _____

Code du concessionnaire : _____

Concessionnaires canadiens : Les retours de sac gonflable dans le cadre du rappel n° N212349040 doivent être effectués selon votre procédure de retour normale. Aucune étiquette de retour/de crédit ne sera émise pour ces sacs gonflables retournés.

N212349040 Return Shipment-Canada – English (October 2021) - Expédition de retour N212349040 – Canada – Français (octobre 2021)

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Canada Only - "Removed Airbag Return Process - for Recall N212349040 Only"

The following instructions are the return process for the removed airbag as identified in Recall Bulletin N212349040.

IMPORTANT: Do not deploy any airbag. The person packing the removed airbag module must read and follow the instructions below.

Shipping/Handling Instructions:

"Driver Airbag Inflator Rupture - RECALL # N212349040"

Please fill out the information on the Flasher found in the recall bulletin and make a photocopy of it. Insert the original completed Flasher along with a copy of the R.O. in the return box with the suspect inflator removed from the vehicle. Securely tape a copy of the completed Flasher to the top of the box. With a marker, clearly write the recall number on the outside of the return box beside the Flasher. This product may be moving long distances to the consolidation point therefore, please ensure the Flasher stays intact on the outside of the box.

Canadian Dealers: Airbag returns are to be processed through your normal return process. No return tag/credit will be issued for removed airbags for Recall N212349040.

- Undeployed airbags are regulated as dangerous goods and all service agents must follow all applicable International, Federal, State, Provincial, and/or Local laws when preparing dangerous goods shipments including but not limited to classification, packaging, marking, labeling, and shipping dangerous goods.
- Complete a PC0302C (302C) form and ensure that the Transportation of Dangerous Goods (TDG) section is completed correctly.
- At time of returns pickup, provide driver with the 302C form with the recalled airbag(s) properly manifested for shipment back to your PDC. (Driver will not pick up any product without this document filled out and signed.)

PDC contact and fax numbers for YOUR Servicing PDCs:

Woodstock	(519) 536-7410	Fax: (519) 536-7409
Edmonton	(780) 451-7019	Fax: 1-866-350-6233
Montreal	(514) 630-6162	Fax: (514) 630-7362
Vancouver	(604) 857-4347	Fax: (604) 857-4402

N212349040 Return Shipment-Canada – English (October 2021)

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Product Safety Recall

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Canada seulement – « Processus de retour des sacs gonflables retirés – pour le rappel N212349040 uniquement »

Les renseignements suivants concernent le processus de retour des sacs gonflables retirés, comme indiqué dans le bulletin de rappel N212349040.

IMPORTANT : Ne pas déployer le sac gonflable. La personne qui emballe le module de sac gonflable retiré doit lire et suivre les instructions ci-dessous.

Directives relatives à l'expédition et la manutention :

« RAPPEL N° N212349040 – Rupture du dispositif de gonflage du sac gonflable du conducteur »

Veillez entrer les renseignements dans la carte indicatrice qui se trouve dans le bulletin de rappel et en faire une photocopie. Inclure la carte indicatrice originale dûment remplie avec une copie du bon de réparation dans la boîte de retour avec le dispositif de gonflage suspect retiré du véhicule. Bien fixer en place à l'aide d'un ruban adhésif une copie de la carte indicatrice dûment remplie sur le dessus de la boîte. Avec un marqueur, inscrivez clairement le numéro de rappel à l'extérieur de la boîte de retour à côté de la carte indicatrice. Ce produit pourrait parcourir une longue distance jusqu'au point de consolidation; par conséquent, veuillez vous assurer que la carte indicatrice demeure intacte à l'extérieur de la boîte.

Concessionnaires canadiens : Les retours de sac gonflable doivent être effectués selon votre procédure de retour normale. Aucune étiquette de retour/de crédit ne sera émise pour les sacs gonflables retirés dans le cadre du rappel N212349040.

- Les sacs gonflables non déployés sont réglementés en tant que marchandises dangereuses et tous les agents doivent respecter toutes les lois locales, provinciales et internationales applicables lors de la préparation des envois de marchandises dangereuses, ce qui comprend, sans s'y limiter, la classification, l'emballage, le marquage, l'étiquetage et l'expédition de marchandises dangereuses.
- Remplissez le formulaire PC0302C (302C) et assurez-vous que la section sur le transport de marchandises dangereuses (TMD) est remplie correctement.
- Au moment du ramassage, donnez le formulaire 302C au conducteur avec les sacs gonflables faisant l'objet du rappel correctement étiquetés pour qu'ils soient retournés à votre CDP. (Le conducteur ne ramassera pas de produit sans ce document rempli et signé.)

Numéros de téléphone et de télécopieur des CDP :

Woodstock	519 536-7410	Télécopieur : 519 536-7409
Edmonton	780 451-7019	Télécopieur : 1 866 350-6233
Montréal	514 630-6162	Télécopieur : 514 630-7362
Vancouver	604 857-4347	Télécopieur : 604 857-4402

Expédition de retour N212349040 – Canada – Français (octobre 2021)

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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**



IMPORTANT SAFETY RECALL

January 2022

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 2008-2017 model year Buick Enclave and 2013-2017 model year 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 N212349040.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

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.

What will we do?

Your GM dealer will perform one of the following repairs:

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. 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 and service correction time of approximately 35 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 21V782.

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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

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