

This is a representative letter. Customer letters are personalized and list specific model, model year and VIN.



# 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 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.

### 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?

**Parts to repair your vehicle are not currently available**, but when parts are available, 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, free of charge. 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, free of charge.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your GM dealer to have your vehicle serviced. You can also check the status of this recall at:

<https://my.gm.com/recalls>.

**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.

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 Carto  
Vice President  
Global Vehicle Safety and Systems

GM Recall: N212349040