



# IMPORTANT SAFETY RECALL

November 2018

**This notice applies to your 2019 model year Buick Encore, Chevrolet Spark, Chevrolet Traverse, or Chevrolet Trax. The applicable Vehicle Identification Number (VIN) can be found on the address label of the envelope.**

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 2019 Buick Encore, Chevrolet Spark, Chevrolet Traverse, and Chevrolet Trax vehicles. As a result, GM is conducting a 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 recall 18365.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The sensing diagnostic module (SDM) may have been left in “manufacturing mode” and not activated at the assembly plant prior to shipment. If the SDM is in manufacturing mode, the vehicle’s airbags will not deploy in a crash, increasing the risk of occupant injury. Most other SDM functions, such as seatbelt reminder, event data recording and post collision notification, will also be inactive.

### What will we do?

Your GM dealer will reprogram the sensing & diagnostic module (SDM). 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 30 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 Buick Customer Assistance Center at 1-866-608-8080 (TTY 1-800-832-8425) or Chevrolet Customer Assistance Center at 1-800-630-2438 (TTY 1-800-833-2438).

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 18V774.

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

Maryann Combs  
Vice President  
Global Vehicle Safety

GM Recall: 18365