

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5582
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 25, 2020

Subject: N202312720 - Safety Recall
Front Seat Attachment Bolts Loose

Models: 2021 Chevrolet Suburban and Tahoe
2021 GMC Yukon, Yukon XL

To: All General Motors Dealers

General Motors is releasing Safety Recall N202312720 today. The total number of U.S. vehicles involved is approximately 94. Please see the attached bulletin for details.

Question and Answer Document (Q&A)

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

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated November 25, 2020. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
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