

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



# IMPORTANT SAFETY RECALL

January 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 certain 2021 model year Cadillac Escalade and Escalade ESV vehicles fail to conform, in part, to S5.3.3(a) of Federal Motor Vehicle Safety Standard (FMVSS) No. 101, "Controls and Displays," and S19.2.2(e) of FMVSS No. 208, "Occupant Crash Protection." 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 N202319980.
- A software update is available for your vehicle that can be performed remotely with wireless over-the-air technology. If you've already accepted the update, no further action is necessary. If you have not accepted the update, follow the in-vehicle radio prompts or schedule an appointment with your dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The front passenger seat belt and airbag status telltale lights located in the overhead console in these vehicles may be set to "night mode" when the vehicle is started using remote start or when the vehicle is turned off and re-started after approximately ten minutes without opening the door. In the daytime, if "night mode" is active, these telltales may not be visible, as required by S5.3.3(a) of FMVSS 101 and S19.2.2(e) of FMVSS 208. During the daytime, the driver and front passenger may not be informed that the front passenger is unbuckled or has a deactivated airbag, which could increase the risk of passenger injury in a crash or high-speed braking event.

### What will we do?

GM will update the software in the vehicles' Body Control Module (BCM). Owners who have accepted the applicable terms and conditions may have already received the update with wireless over-the-air technology and will not have to bring their vehicle to a dealership. GM began prompting owners through the vehicle's radio screen on January 6, 2021. Any owner having received this update through over the air (OTA) technology will not have to bring their vehicle to a dealership. Alternatively, owners may schedule to have the updates performed at a GM dealer.

### What should you do?

The software update can be performed remotely using wireless over-the-air technology. If you've already accepted the update, no further action is necessary. If you have not accepted the update, you will be notified that the update is available by in-vehicle prompts from the radio display.

The software download and installation occurs as a two-step process. First, you will be asked to accept the download of the software update package. The vehicle must be parked to accept the download, but you will be able to use your vehicle normally during the download. Once it is complete, you will then be asked to accept the installation of the software update. During installation, your vehicle must be parked. The software update may reset certain vehicle settings or preferences.

The software installation will take up to 15 minutes to complete and will begin after you accept the installation and follow the on-screen instructions while your vehicle is parked. You do not need to remain in your vehicle during the software installation. Please take note that your vehicle will not be operational during the software installation process.

**IMPORTANT: You do not need to remain in your vehicle during the software installation. The vehicle cannot be driven during the software install process (up to 15 minutes). The vehicle must be parked at a safe and secure location with the ignition in the OFF position.**

Upon your next ignition cycle after the installation completes, your vehicle's radio will display a confirmation message that the update was successful. If you receive a message that the installation cannot continue or did not complete successfully, the installation process may retry after your next ignition cycle. If the problem persists, contact your <DIV\_DLR> dealer to arrange a service appointment as soon as possible.

You can also decline the update by selecting the "Learn More" button, and then "Details" and then the "Decline Update" option. If you decline the update, contact your dealer to arrange a service appointment as soon as possible.

If you need to bring your vehicle to the dealer, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately an hour.

**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)
Cadillac	1-866-982-2339	1-800-833-2622
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 20V790.

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 L. Combs  
Vice President  
Global Vehicle Safety

GM Recall: N202319980