



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

May 24, 2021

Ms. Regina Carto  
Executive Director - Global Safety Field Investigations & Regulatory  
General Motors, LLC  
GM Global Tech Center  
29247 Louis Chevrolet Rd, Floor 2  
Warren, MI 48093

NEF-107DM  
21V-346

**Subject:** Engine Control Module Calibrated Incorrectly

Dear Ms. Carto:

This letter serves to acknowledge General Motors, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CHEVROLET/SILVERADO 6500HD/2019-2020

**Mfr's Report Date:** May 13, 2021

**NHTSA Campaign Number:** 21V-346

**Components:**

ENGINE AND ENGINE COOLING:ENGINE:ENGINE CONTROL MODULE (ECU/ECM):SOFTWARE

**Potential Number of Units Affected:** 196

**Problem Description:**

General Motors, LLC (GM) is recalling certain 2019-2020 Chevrolet 6500HD vehicles. The engine control module (ECM) was calibrated incorrectly, allowing the vehicle to exceed the tires' maximum speed rating of 75 mph.

**Consequence:**

Tire failure can occur if the vehicle speed exceeds the maximum tire speed rating, increasing the risk of a crash.

**Remedy:**

Dealers will update the ECM software, free of charge. Owner notification letters are expected to be mailed June 28, 2021. Owners may contact Chevrolet customer service at 1-800-222-1020. GM's number for this recall is N202325530.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received GM's proposed owner notification letter and approved it for distribution.



Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

General Motors, LLC's contact for this recall will be DeMara Magruder who may be reached by email at [demara.magruder@dot.gov](mailto:demara.magruder@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink that reads "Alex Ansley". The signature is written in a cursive style with a checkmark at the end.

Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement