



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

1200 New Jersey Avenue SE  
Washington, DC 20590

June 23, 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-455

**Subject:** Loss of Power Steering Assist

Dear Mr. Tedesco:

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:**

CADILLAC/ESCALADE/2021  
CADILLAC/ESCALADE ESV/2021  
CHEVROLET/SUBURBAN/2021  
CHEVROLET/TAHOE/2021  
GMC/YUKON/2021  
GMC/YUKON XL/2021

**Mfr's Report Date:** June 17, 2021

**NHTSA Campaign Number:** 21V-455

**Components:**

STEERING:STEERING CONTROL MODULE

**Potential Number of Units Affected:** 26,847

**Problem Description:**

General Motors, LLC (GM) is recalling certain 2021 Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Chevrolet Tahoe, GMC Yukon, and Yukon XL vehicles. A software issue may cause a loss of power steering assist at startup or while driving.

**Consequence:**

Increased steering effort, particularly at lower speeds, increases the risk of a crash.

**Remedy:**

The power steering module software will be updated by a dealer, or through an over-the-air (OTA) update, free of charge. Owner notification letters are expected to be mailed August 2, 2021. Owners may contact Chevrolet customer service at 1-800-222-1020; Cadillac customer service at 1-800-458-8006; or GMC customer service at 1-800-462-8782. GM's number for this recall is N212333900.

**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.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

As required in Part 573.6(c)(6), in the case of a defect, please amend the chronology to include all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. Please add the total number of field occurrences with their dates of receipt.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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,



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