

# Part 573 Safety Recall Report

## 21V-455

**Manufacturer Name :** General Motors, LLC

**Submission Date :** JUN 30, 2021

**NHTSA Recall No. :** 21V-455

**Manufacturer Recall No. :** N212333900



### Manufacturer Information :

Manufacturer Name : General Motors, LLC

Address : 29427 Louis Chevrolet Road  
MAIL CODE 480-210-2V WARREN MI  
48093

Company phone : 586-596-1733

### Population :

Number of potentially involved : 26,847

Estimated percentage with defect : 100 %

### Vehicle Information :

Vehicle 1 : 2021-2021 Cadillac Escalade

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** Manufacturing records were used to identify affected vehicles built prior to production implementation of updated software. Warranty records were used to identify vehicles that previously received updated software through other service. Vehicles that received updated software in production or through service are not included in this recall.

208 Cadillac Escalade vehicles are included in this recall.

Production Dates : MAR 16, 2020 - JUL 29, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2021-2021 Cadillac Escalade ESV

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** Manufacturing records were used to identify affected vehicles built prior to production implementation of updated software. Warranty records were used to identify vehicles that previously received updated software through other service. Vehicles that received updated software in production or through service are not included in this recall.

105 Cadillac Escalade ESV vehicles are included in this recall.

Production Dates : JUN 24, 2020 - JUL 29, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2021-2021 Chevrolet Suburban

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** Manufacturing records were used to identify affected vehicles built prior to production implementation of updated software. Warranty records were used to identify vehicles that previously received updated software through other service. Vehicles that received updated software in production or through service are not included in this recall.

464 Chevrolet Suburban vehicles are included in this recall.

**Production Dates :** JAN 06, 2020 - AUG 03, 2020

**VIN Range 1 : Begin :**

NR

**End :** NR

☐ Not sequential

Vehicle 4 : 2021-2021 Chevrolet Tahoe

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** Manufacturing records were used to identify affected vehicles built prior to production implementation of updated software. Warranty records were used to identify vehicles that previously received updated software through other service. Vehicles that received updated software in production or through service are not included in this recall.

18,958 Chevrolet Tahoe vehicles are included in this recall.

**Production Dates :** NOV 11, 2019 - AUG 03, 2020

**VIN Range 1 : Begin :**

NR

**End :** NR

☐ Not sequential

Vehicle 5 : 2021-2021 GMC Yukon

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** Manufacturing records were used to identify affected vehicles built prior to production implementation of updated software. Warranty records were used to identify vehicles that previously received updated software through other service. Vehicles that received updated software in production or through service are not included in this recall.

6844 GMC Yukon vehicles are included in this recall.

**Production Dates :** NOV 12, 2019 - AUG 03, 2020

**VIN Range 1 : Begin :**

NR

**End :** NR

☐ Not sequential

Vehicle 6 : 2021-2021 GMC Yukon XL

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** Manufacturing records were used to identify affected vehicles built prior to production implementation of updated software. Warranty records were used to identify vehicles that previously received updated software through other service. Vehicles that received updated software in production or through service are not included in this recall.

268 GMC Yukon XL vehicles are included in this recall.

Production Dates : JAN 06, 2020 - AUG 03, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

### Description of Defect :

**Description of the Defect :** General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2021 model year Cadillac Escalade and Escalade ESV vehicles; Chevrolet Suburban and Tahoe vehicles; and GMC Yukon and Yukon XL vehicles. These vehicles have a software issue that can cause loss of power steering assist at startup or while driving.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** If power steering assist is lost, manual steering control is still available. However, increased steering effort is required, particularly at lower speeds, increasing the risk of a crash.

**Description of the Cause :** The condition is caused by an issue in the power steering software.

**Identification of Any Warning that can Occur :** A malfunction indicator light displays on the instrument panel and a chime sounds. The driver may also notice increased steering effort.

### Involved Components :

**Component Name 1 :** MODULE ASM-ELEK P/S MOT CONT

**Component Description :** Power Steering Motor Control Module Assembly

**Component Part Number :** 84893520, 84876238, 84846488

**Supplier Identification :****Component Manufacturer**

Name : Nexteer Automotive

Address : 3900 Holland Road  
Saginaw Michigan 48601-9494

Country : United States

**Chronology :**

GM opened an investigation into the condition on April 6, 2021 after receiving a field report of loss of power steering assist in a 2021 GMC Yukon. Diagnostic trouble code (DTC) data obtained from the vehicle indicated that the power steering system may contain a software error. The investigator retrieved and reviewed field data, which indicated a low rate of occurrence with no reported accidents or injuries. 178 potentially related field reports were received between July 24, 2020 and April 9, 2021.

Vehicle testing was conducted at GM's Milford Proving Grounds on May 12, 2021, which demonstrated that manual steering remained available without power assist. However, increased steering effort was required, particularly at lower speeds. A malfunction indicator light displays on the instrument panel and a chime sounds. The condition is typically self-corrected at the next ignition cycle.

Results of the investigation were presented to GM's Open Investigation Review (OIR) board on May 21, 2021. The board requested additional information on the effect of the condition and rate of occurrence. Additional analysis was completed and reviewed by the OIR board on June 7, 2021. Although GM is not aware of any accidents or injuries associated with the condition, the OIR board recommended a safety recall to update the power steering software. On June 10, 2021, GM's Safety and Field Action Decision Authority (SFADA) decided to conduct a safety recall.

**Description of Remedy :**

Description of Remedy Program : GM will update the software in the vehicles' power steering module. Owners who have accepted applicable terms and conditions will have the opportunity to accept these software changes using wireless over-the-air (OTA) technology without having to bring their vehicle to a dealership. Alternatively, owners may schedule to have the updates performed at a GM dealer. A certain number of vehicles that were part of GM's captured test fleet will require replacement of the steering gear motor kit in order to receive the updated software. Pursuant to 49 C.F.R. § 573.13(d)(1), all covered vehicles are under warranty, so reimbursement is not offered.

How Remedy Component Differs from Recalled Component : Updated power steering module software includes a correction for the issue that was causing the defect condition.

Identify How/When Recall Condition was Corrected in Production : Updated power steering module software was implemented on August 3, 2020. This update includes a correction for the software issue.

**Recall Schedule :**

Description of Recall Schedule : This recall will be executed under two GM bulletins: N212333900 and N212333901. Dealers will be notified on June 17, 2021. Customer notification is estimated to begin on August 2, 2021.

Planned Dealer Notification Date : JUN 17, 2021 - JUN 17, 2021

Planned Owner Notification Date : AUG 02, 2021 - AUG 02, 2021

\* NR - Not Reported