

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS 5699
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 2, 2021

Subject: Safety Recall N212328760-02
Front Passenger Airbag Takata Inflator – Priority Group 6
Customer Letter Added for Light Duty (1500) Pickup and Sport Utility
Vehicles (SUV) ONLY.

Models: 2007–2011 Cadillac Escalade, Escalade ESV, Escalade EXT
2007–2011 Chevrolet Avalanche, Silverado 1500, Suburban, Tahoe
2007–2011 GMC Sierra 1500, Yukon, Yukon XL
2008–2011 Chevrolet Silverado 2500/3500
2007–2011 GMC Sierra 2500/3500

To: All General Motors Dealers

This bulletin has been updated to add the customer letter for light duty pickup and SUV customers only. Please discard all previous copies of N212328760.

Involved vehicles in priority group 6 of this population will be marked “open” for light duty pickup and SUV vehicles only as the customer letter mailing is being released. Heavy Duty (2500/3500) pickup trucks in priority group 6 will continue to be marked “Incomplete-Limited or No Parts” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs. Customer letters will be sent to HD pickup owners at a later date when sufficient service parts are available.

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.

END OF MESSAGE
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