

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5828
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 17, 2021

Subject: N212333900 - Safety Recall
Loss of Power Steering Assist

Models: 2021 Chevrolet Suburban
2021 Chevrolet Tahoe
2021 GMC Yukon, Yukon XL

To: All General Motors Dealers

General Motors is releasing Safety Recall N212333900 today. The total number of U.S. vehicles involved is approximately 26,032. Please see the attached bulletin for details.

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.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 18, 2021 or sooner. The remedy involves a software update which will be downloaded to the affected vehicles through an over the air (OTA) programming event beginning the evening of June 17, 2021. Vehicles successfully programmed on June 17, 2021 through OTA will show as "closed" status in IVH on Friday morning, June 18th at approximately 7:30am (EST). A list of involved vehicles in dealer new inventory NOT successfully programmed via OTA will be provided to the affected dealers on Friday, June 18th. Dealers can and should perform this safety bulletin on any vehicle with an "open" status in IVH. Due to the fact that vehicles will be closed in IVH through successful OTA programming, dealers should always check the status in IVH before performing any vehicle repairs.

END OF MESSAGE
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