

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5938  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 23, 2021

Subject: Stop Delivery Order for Upcoming Safety Recall N212332040

Models: 2021 Cadillac Escalade, Escalade ESV  
2021 Chevrolet Suburban  
2021 Chevrolet Tahoe  
2021 GMC Yukon, Yukon XL

To: All General Motors Dealers

**STOP DELIVERY ORDER**

Effective immediately, stop the delivery of certain 2021 model year Cadillac Escalade and Escalade ESV, Chevrolet Suburban and Tahoe, and GMC Yukon and Yukon XL vehicles in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these vehicles. The GM recall number is N212332040.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the defect is remedied.

The fuel pump power control modules in these vehicles may contain a supplier manufacturing defect that can cause the fuel pump to fail or operate intermittently, interrupting the flow of fuel to the engine. If the engine does not receive adequate fuel, the vehicle may unexpectedly stall. The driver may see a check engine light, receive an OnStar notification that a Diagnostic Trouble Code has been set, or experience a rough running engine. The vehicle may also be placed into a reduced power mode. A vehicle stall without warning could increase the risk of a crash, especially at high speeds.

To correct this condition, dealers will replace the fuel pump power control module.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on September 23, 2021. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code

(BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. To identify involved vehicles in dealer used inventory, run an Open VIN Report or Field Action Initiation Report using Field Action Reports-GFAM within the Maxis Dealer Application in GlobalConnect.

**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.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working with the supplier to obtain the required parts as quickly as possible. When sufficient quantity of parts are available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS