

# Product Safety Recall

## N212333900 Loss of Power Steering Assist



**Release Date:** July 2021

**Revision:** 01

**Revision Description:** This bulletin is being revised to add the customer letter. Please discard all previous copies of N212333900.

**Attention:** 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 under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Involved vehicles will be repaired either through dealer repairs as described in this bulletin or through over the air (OTA) programming. Dealers can and should perform the procedure in this bulletin on any vehicle with an "open" status on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management system. 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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Suburban	2021	2021		
Chevrolet	Tahoe				
GMC	Yukon, Yukon XL				

Involved vehicles are marked "open" 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.

<b>Condition</b>	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2021 model year 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. 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.
<b>Correction</b>	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.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105684*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9105765*	Power Steering Control Module Reprogramming with SPS	0.3		

**Important:** \* To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The Warranty Claim Code must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS/SPS2.

### Warranty Claim Code Information Retrieval

If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

- Open TIS/TLC on the computer used to program the vehicle.
- Select and start SPS/SPS2.
- Select Settings.

# Product Safety Recall

## N212333900 Loss of Power Steering Assist



### 4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

### Service Procedure

**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

**Note:** Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

**Caution:** Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.

Techline Connect

GM Techline Connect  
Version: 1.8.0.2 Production

DASHBOARD GDS2 SI SPS2 Support RPO Search Service Manu

SPS2

Welcome to Service Programming System 2

VIN: 1GNSKG... (1)  
Model: Suburban - 4WD  
Type: -  
Make: Chevrolet  
Year: 2021  
Job Card:

Auto Detect New Vehicle Manually Enter Vehicle

Diagnostic Tool Ready!  
J2534

Selected Programming Process: Reprogram

Auto Detect Tool

Java Version: 1.8.0\_92 SPS2 Version: 2.8.5.5060 Windows Version: Windows 10

Print Settings

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# Product Safety Recall

## N212333900 Loss of Power Steering Assist



Techline Connect

GM Techline Connect  
Version: 1.6.0 Validation

DASHBOARD GDS2 SI SPS2

Support RPO Search Service Manuals

SPS2

**Programming**

Controller	ID	Current #	Description
K17	1	84820771	
K17	2	84820790	
K17	3	84820797	84820797
K17	4	84820801	84820801
K17	5	84820808	84820808
K17	6	84820819	84820819
K17	7	84820825	84820825

M4521: You are attempting to reprogram with the same calibration.  
Select OK to continue, Cancel to Stop!

OK Cancel

Print Save to PDF ECU Data

VIN: 5644477

Service Programming System

**Summary**

Controller	Id	Current #	Selected #	Description
	1	84758789	84758789	
	2	84790857	84790857	
	4	84557555	84557555	
	5	84681582	84681582	
	7	84690692	84690692	
	8	84662691	84662691	
	9	84678464	84678464	

M4521: You are attempting to reprogram with the same calibration.  
Select OK to continue, Cancel to Stop!

OK Cancel

Vehicle Data

Attribute	Value

VIN: 5431207

Print < Back Next > Cancel

**Important:** Techline Connect and TIS2WEB screens shown above.

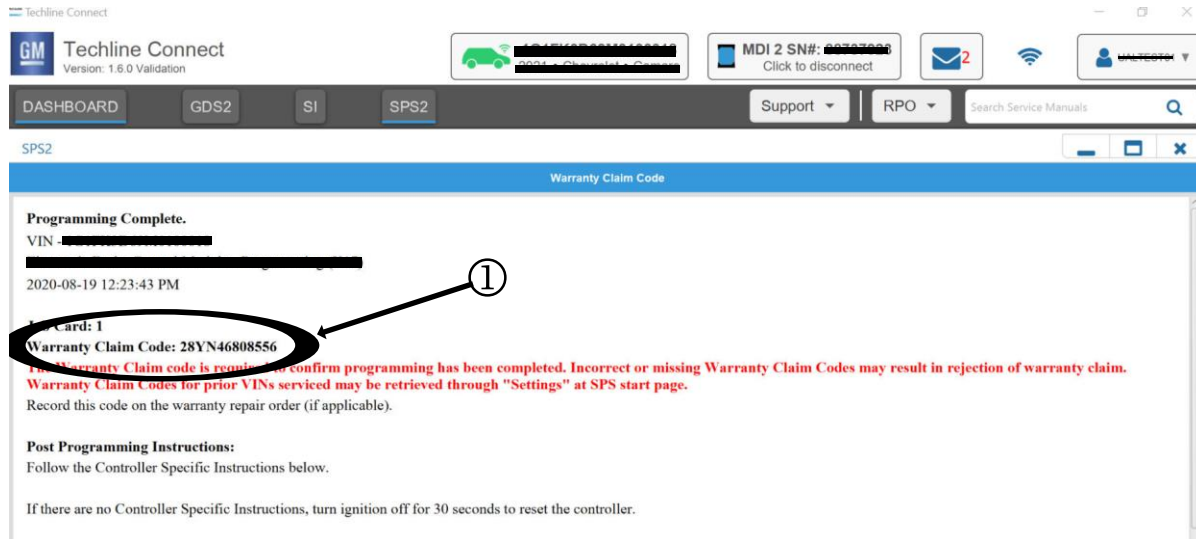
**Important:** If the same calibration/software warning is noted on the TLC or SPS Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

# Product Safety Recall

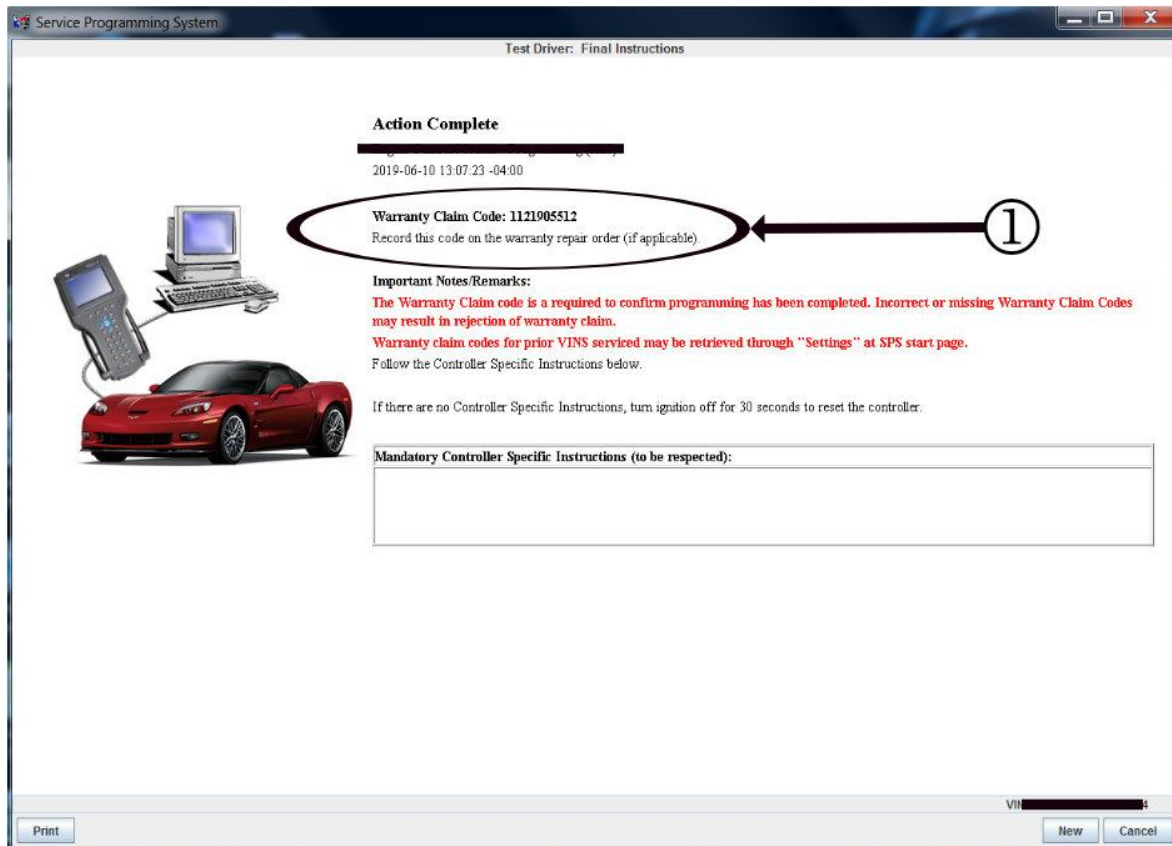
## N212333900 Loss of Power Steering Assist



1. Reprogram the Power Steering Control Module. Refer to *K43 Power Steering Control Module: Programming and Setup* in SI.



5644478



5431209

**Note:** The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

**Important:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

# Product Safety Recall

## N212333900 Loss of Power Steering Assist



2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

### **Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)**

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### **Dealer Responsibility – All**

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### **Dealer Reports**

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

### **Courtesy Transportation – For USA & Canada**

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

# Product Safety Recall

## N212333900 Loss of Power Steering Assist



### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**



# IMPORTANT SAFETY RECALL

July 2021

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2021 model year Chevrolet Suburban, Tahoe and GMC Yukon and Yukon XL vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM safety recall N212333900.
- A software update is available for your vehicle that can be performed remotely with wireless over-the-air technology. If you've already accepted the update, no further action is necessary. If you have not accepted the update, follow the in-vehicle radio prompts or schedule an appointment with your dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

These vehicles have a software issue that can cause loss of power steering assist at startup or while driving. If power steering assist is lost, manual steering control is still available. A malfunction indicator light displays on the instrument panel and a chime sounds. The driver may also notice increased steering effort. However, increased steering effort is required, particularly at lower speeds, increasing the risk of a crash.

### What will we do?

GM will update the software in the vehicles' power steering module. Owners who have accepted the applicable terms and conditions may have already received the update with wireless over-the-air technology and will not have to bring their vehicle to a dealership. GM began prompting owners through the vehicle's radio screen on June 17, 2021. Any owner having received this update through over the air (OTA) technology will not have to bring their vehicle to a dealership. Alternatively, owners may schedule to have the updates performed at a GM dealer.

### What should you do?

The software update can be performed remotely using wireless over-the-air technology. If you've already accepted the update, no further action is necessary. If you have not accepted the update, you will be notified that the update is available by in-vehicle prompts from the radio display.

This software update is a two-step process which consists of downloading the software update to your vehicle, and then installing it. First, you'll be prompted to accept the software download. In order to successfully accept the download, your vehicle must be parked. After you accept the download, and throughout the downloading process, the vehicle may be driven and operated as normal. Once the download is complete, you'll be asked to accept the software installation. The vehicle must be parked when you accept the installation. It must remain parked, with the ignition in the OFF position, throughout the installation process. Installation will only take up to 15 minutes, and you do not have to stay in your vehicle while the software is installing. Your vehicle will not be operational during the installation process, and must remain parked while the software is installing to your vehicle.



## Product Safety Recall

### N212333900 Loss of Power Steering Assist



Once the software update is complete, please know that you may need to reconfigure certain vehicle settings or preferences, as they may have been altered as a result of the update.

Upon your next ignition cycle after the installation completes, your vehicle's radio will display a confirmation message that the update was successful. If you receive a message that the installation cannot continue or did not complete successfully, the installation process may retry after your next ignition cycle. If the problem persists, contact your dealer to arrange a service appointment as soon as possible.

You can also decline the update by selecting the "Learn More" button, and then "Details" and then the "Decline Update" option. If you decline the update, contact your dealer to arrange a service appointment as soon as possible.

If you need to bring your vehicle to the dealer, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 30 minutes.

#### Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 21V455.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto  
Vice President  
Global Product Safety and Systems

GM Recall: N212333900