

Frequently Asked Questions (FAQs) for Safety Recall N212327720 Fuel Tank Leak

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

Q1) Which vehicles are involved?

A1) 2021 Chevrolet Tahoe, 2021 GMC Yukon.

Q2) What is the issue or condition?

A2) Fuel tank assemblies in these vehicles may be missing certain adhesive between two layers of the fuel tank shell. Under certain conditions, fuel could seep between these layers, which over time may result in a slow leak.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) A fuel odor may be apparent near the vehicle.

Q4) What is the remedy/repair?

A4) Dealers will replace the fuel tank.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) If a fuel leak were to develop that makes contact with an ignition source, there is increased risk of fire.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, please see the attached bulletin for details.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.