

Frequently Asked Questions (FAQs) for Safety Recall N212340970 Incorrect Software Calibration May Affect Certain Driving Assist Features

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) One 2021 model year Chevrolet Tahoe and one 2021 model year GMC Yukon

Q2) What is the issue or condition?

A2) Dealer service technicians may have programmed these vehicles' brake system control modules (BSCM) with incorrect calibrations. This condition may adversely impact the operation or sensitivity of certain vehicle systems, including electronic stability control, traction control, and anti-lock braking, or cause the loss of trailer braking while towing.

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

A3) Stability control, traction control, and anti-lock braking may not perform as intended in certain low traction conditions. Braking performance will be reduced when towing a trailer equipped with trailer brakes.

Q4) What is the remedy/repair?

A4) Dealers will reprogram the brake system control module with the correct software and calibration data files.

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

A5) Stability control, traction control, and anti-lock braking may not perform as intended in certain low traction conditions. Braking performance will be reduced when towing a trailer equipped with trailer brakes. There may be increased risk of a crash.

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

A6) No, this 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.