

Frequently Asked Questions (FAQs) for Safety Recall N212332040 Stall While Driving

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) General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2021 model year Cadillac Escalade and Escalade ESV, Chevrolet Suburban and Tahoe, and GMC Yukon and Yukon XL vehicles.

Q2) What is the issue or condition?

A2) 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.

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

A3) 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.

Q4) What is the remedy/repair?

A4) Dealers will replace the fuel pump power control module.

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

A5) A vehicle stall without warning could increase the risk of a crash, especially at high speeds.

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

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with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.