

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6077
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 14, 2022

Subject: N212351031 - Safety Recall
Rear Drive Shaft Loss of Propulsion

Models: 2021 Cadillac Escalade / Escalade ESV
2021 Chevrolet Suburban / Tahoe
2021 GMC Yukon / Yukon XL
Equipped with Limited Slip Differential (RPO G86) or
Electronic Differential (RPO G96)

To: All General Motors Dealers

General Motors is releasing Safety Recall N212351031 today. The total number of U.S. vehicles involved is approximately 398. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery January 27, 2022. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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.

Working Capital Assistance Program (WCAP) Eligibility

Vehicles which were in dealer inventory at the time of this bulletin release were eligible for WCA. Please refer to the attached bulletin and GlobalConnect Message GCUS-9-9188 for additional information.

Customer Letter Mailing

The customer letter mailing will begin late March, 2022.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated March 14, 2022. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

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