



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

November 12, 2024

Mr. Tim Cochran
General Motors, LLC
29427 Louis Chevrolet Road
MAIL CODE 480-210-2V
WARREN, MI 48093

NEF-107DM
24V-797

Subject: Rear Wheel Lock-Up from Transmission Valve failure

Dear Mr. Cochran:

This letter serves to acknowledge General Motors, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

CADILLAC/ESCALADE/2021
CADILLAC/ESCALADE ESV/2021
CHEVROLET/SILVERADO 1500/2020-2022
CHEVROLET/SILVERADO 2500/2020-2022
CHEVROLET/SILVERADO 3500/2020-2022
CHEVROLET/SUBURBAN/2021
CHEVROLET/TAHOE/2021
GMC/SIERRA 1500/2020-2022
GMC/SIERRA 2500/2020-2022
GMC/SIERRA 3500/2020-2022
GMC/YUKON/2021
GMC/YUKON XL/2021

Mfr's Report Date: October 24, 2024

NHTSA Campaign Number: 24V-797

Components:

POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE:SOFTWARE
POWER TRAIN:AUTOMATIC TRANSMISSION:FLUID/LUBRICANT:VALVES/VALVE BODY

Potential Number of Units Affected: 461,839

Problem Description:

General Motors, LLC (GM) is recalling certain 2020-2022 Chevrolet Silverado 1500, 2500, 3500, GMC Sierra 1500, 2500, 3500, 2021 Cadillac Escalade, Escalade ESV, Chevrolet Tahoe, Suburban, GMC Yukon, and Yukon XL vehicles equipped with diesel engines. The transmission control valve may fail and cause the rear wheels to lock-up.

Consequence:

Rear wheel lock-up can increase the risk of a crash.



Remedy:

Dealers will install new transmission control module software, free of charge. GM will provide a special coverage program to cover the repair of transmissions that are identified by the remedy software as containing a defective control valve. Owner notification letters are expected to be mailed December 9, 2024. Owners may contact GM customer service at 1-888-988-7267, Cadillac customer service at 1-800-458-8006, GMC customer service at GMC 1-800-462-8782 or Chevrolet customer service at 1-800-222-1020. GM's number for this recall is N242454440.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153) or go to www.nhtsa.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

General Motors, LLC's contact for this recall will be DeMara Magruder who may be reached by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement