

GENERAL MOTORS  
DCS7058  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 24, 2024

Subject: Stop Delivery Order for Safety Recall N242454440  
Momentary Rear Wheel Lock-Up

Models: 2021 Cadillac Escalade  
2021 Cadillac Escalade ESV  
2020 – 2022 Chevrolet Silverado 1500  
2020 – 2021 Chevrolet Silverado 2500/3500  
2021 Chevrolet Suburban  
2021 Chevrolet Tahoe  
2020 – 2022 GMC Sierra 1500  
2020 – 2021 GMC Sierra 2500/3500  
2021 GMC Yukon  
2021 GMC Yukon XL

**STOP DELIVERY ORDER**

Effective immediately, stop the delivery of certain 2020 – 2022 Chevrolet 1500 and GMC Sierra 1500; 2020 – 2021 model year Chevrolet Silverado 2500/3500 and GMC Sierra 2500/3500; and 2021 model year Cadillac Escalade and Escalade ESV, Chevrolet Suburban and Tahoe, and GMC Yukon and Yukon XL vehicles in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about a safety recall that involves these vehicles. The GM recall number is N242454440.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the defect is remedied.

A transmission control valve in some of these vehicles may be susceptible to excess wear over time, resulting in a gradual loss of pressure within the valve that can cause harsh shifting. In rare cases, the rear wheels may experience a momentary lock up. If the rear wheels lock-up momentarily while driving, there is increased risk of a crash.

Parts are not currently available, but when parts are available, dealers will install new transmission control module software that will monitor valve performance and detect excess wear approximately 10,000 miles before a wheel lock up condition could occur. Once detected, the transmission will be limited to fifth gear, preventing the possibility of a wheel lock up condition, which occurs in a downshift from eighth gear. A service engine light and reduced propulsion message will also display in the instrument panel.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this recall. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

To identify involved vehicles in dealer used inventory, run an Open VIN Report or Field Action Initiation Report using Field Action Reports-GFAM within the Maxis Dealer Application in GlobalConnect.

**Frequently Asked Questions Document (FAQs)**

Attached to this message you will find a document that addresses the most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "10/24/2024" under Release Date and "Incomplete – Remedy Not Available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working with the supplier to obtain the required parts as quickly as possible. When sufficient quantity of parts are available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE