

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5599  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 4, 2020

Subject: N202310850-01 - Customer Satisfaction Bulletin  
Airbag Indicator Light Intermittent  
Re-Opened VINs

Models: 2021 Cadillac Escalade, Escalade ESV  
2021 Chevrolet Suburban, Tahoe  
2021 GMC Yukon, Yukon XL  
Equipped with Restraint System-Seat, Inflatable, Driver & Pass Frt, Frt Seat  
Side, Frt Inboard Seat Side, Roof Side (RPO AYQ)

To: All General Motors Dealers

General Motors released Customer Satisfaction Program N202310850 - Airbag Indicator Light Intermittent on Tuesday, December 1st. The bulletin was revised on Wednesday, December 2<sup>nd</sup>, removing the Diagnostic Trouble Code check from the service procedure and the 0.3hr labor code for diagnosis only with no repair. The repair labor code (9105432 – 0.8hr) remains valid.

We understand claims were submitted using the diagnostic-only labor code which then subsequently closed the field action in IVH. The diagnostic labor code is no longer valid as of today, December 4<sup>th</sup>. Any warranty claim submitted using the diagnostic-only code will reject and the IVH status will remain OPEN.

We now require that the repairs outlined in the service procedure of N202310850-01 be completed on 100% of the vehicle population. To ensure that all vehicles receive the full repair, any VIN that was closed using the 0.3hr diagnostic labor code will be re-opened in IVH. Impacted VINs will be updated in IVH from CLOSED to OPEN at approximately 5:30pm (EST) today.

We will **NOT debit** dealers for the 0.3hr diagnostic code for claims that have been previously submitted. Please follow the revised procedure and submit a new warranty claim as outlined in N202310850-01.

Our apologies for the confusion the release and revision of this bulletin has caused. We believe the change in direction to repair 100% of the vehicles is in the best interest of all current and future owners of our new full-size sport utility vehicles.

A list of VINs re-opened today in IVH is attached to this message for your reference

END OF MESSAGE  
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