

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5550
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 21, 2020

Subject: N202317390 - Customer Satisfaction Program
Brake System Control Module Internal Fault
Reprogramming Suspended

Models: 2021 Cadillac Escalade, Escalade ESV
2021 Chevrolet Suburban, Tahoe
2021 GMC Yukon, Yukon XL

To: All General Motors Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, New or Used Vehicle Sales Manager, and Warranty Administrator

Effective immediately, stop the reprogramming of ALL vehicles involved in this program until further notice. This action is necessary due to multiple reports of unsuccessful reprogramming attempts on these vehicles.

Any further attempts to reprogram these vehicles may result in a programming failure. The brake system control module option has been removed from SPS as an extra precaution to avoid further failures.

Programming in TIS and TLC have been temporarily turned off. Dealers will be notified once the new software is available.

END OF MESSAGE
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