

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5483  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 18, 2020

Subject: N202310870 - Service Update  
Front License Plate Frame Out of Specification

Models: 2021 GMC Yukon

To: All General Motors Dealers

General Motors is releasing Service Update N202310870 today. The total number of U.S. vehicles involved is approximately 310. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated August 19, 2020 or sooner. 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  
GLOBAL SAFETY FIELD INVESTIGATIONS

# Service Update

## N202310870 Front License Plate Frame Out of Specification



Release Date: August 2020

Revision: 00

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Yukon	2021	2021		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain 2021 model year GMC Yukon vehicles may have a standoff flange on the front license plate mounting bracket that is too long and may interfere with the front fascia when being installed. The license plate bracket can be installed but bows away from the front fascia and in some cases, the front license plate bracket cannot be installed.
<b>Correction</b>	Dealers are to install the front license plate bracket.

### Parts

Quantity	Part Name	Part No.
1	Front License Plate Bracket – Middle East	84519624
1	Front License Plate Bracket – U.S, Canada, Mexico	84519625

It is estimated that there are only 356 involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

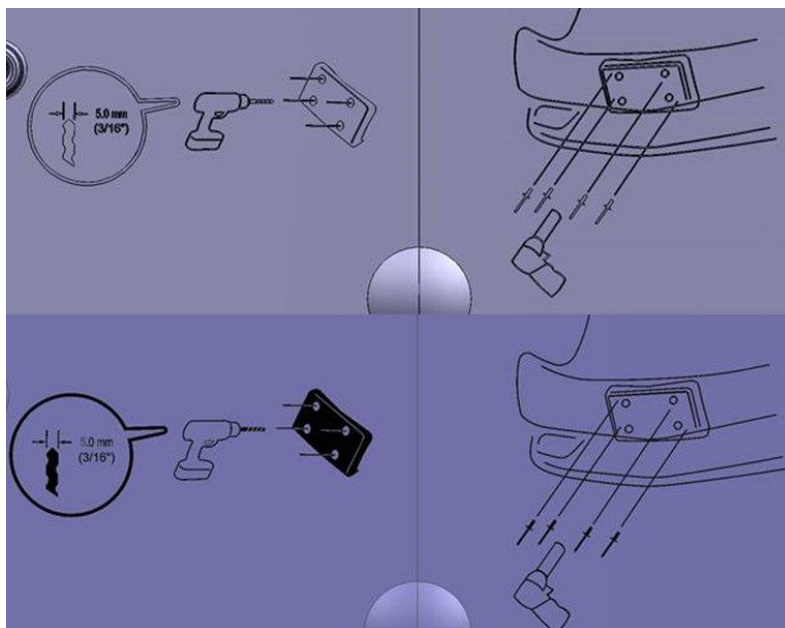
**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105247	Install Front License Plate Bracket	0.3	ZFAT	N/A

### Service Procedure

1. Remove the incorrect front license plate bracket if already installed.



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## Service Update

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2. Install the new front license plate bracket using the diagram above.

#### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

