

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5745
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 8, 2021

Subject: N212328980 - Service Update
Rear Fuse Block Cover Diagram Has Incorrect Fuse Information

Models: 2021 Chevrolet Equinox
2021 GMC Terrain

To: All General Motors Dealers

General Motors is releasing Service Update N212328980 today. The total number of U.S. vehicles involved is approximately 12,469. 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 April 9, 2021 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

N212328980 Rear Fuse Block Cover Diagram Has Incorrect Fuse Information



Release Date: April 2021

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		
Chevrolet	Equinox	2021	2021		
GMC	Terrain				

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.

Condition	Certain 2021 model year Chevrolet Equinox and GMC Terrain vehicles may have a condition where the rear fuse block cover diagram has incorrect fuse values.
Correction	Dealers are to add an adhesive label to the rear fuse box cover.

Parts

Quantity	Part Name	Part No.
1	Fuse Block Cover Label	85521781

US Dealers:

Parts required to complete this recall are to be ordered online, through the GM 1 Store via GlobalConnect. Please log in and order the label using item number 85521781 or the bulletin number N212328980. The label will be provided at no charge.

Canadian Dealers:

Please contact the Warranty Call Centre at 1-888-222-5546 to order labels using either the Bulletin Number N212328980 or Item Number 85521781. Labels will be provided at no charge.

International Dealers (Israel, Middle East & South America):

Parts required to complete this recall will be provided by your local GM Wholesale Organization.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105636	Install Fuse Block Cover Label	0.2	ZFAT	N/A

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Service Procedure



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1. Remove the rear fuse block cover panel, shown here.
2. Clean the area where the label is to be applied using a non-oil-based cleaner such as isopropyl alcohol (rubbing alcohol), Kent Acrysol, P/N 20005, or an equivalent cleaning solvent or adhesive remover.

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3. Install the new fuse block label as shown above.
4. Reinstall the fuse block cover panel.

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/repaired 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.

Dealer Reports

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



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Certification