

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5748
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 8, 2021

Subject: N202324141 – Service Update
Calibration for Performance Air Intake System
Population Expansion

Models: 2021 Cadillac Escalade, Escalade ESV
Equipped with Air Filter Accessory - Performance (RPO 5W7)

To: All General Motors Dealers

General Motors is updating Service Update N202324141 today. The involved vehicle list has been expanded and will be for the next few weeks. Dealers are required to check Investigate Vehicle History (IVH) for involved VINs and complete this Service Update prior to Customer Delivery. Please see the attached bulletin for details.

Important: Before programming the ECM, the dealer MUST Contact Techline Customer Support Center 1-800-828-6860 (English) or 1-800-503-3222 (French) to have the Accessory Air Intake (5W7) calibration applied to the vehicle.

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 is attached to this message.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS