

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5754  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 14, 2021

Subject: N212331980 - Service Update  
Incomplete Fuel Economy and Certification on Monroney Label

Models: 2021 Chevrolet Silverado 1500 LD  
2021 GMC Sierra 1500 LD

To: All General Motors Dealers

General Motors is releasing Service Update N212331980 today. The total number of U.S. vehicles involved is approximately 3,422. Please see the attached bulletin for details.

Replacement Monroney Labels were shipped to dealers prior to 4/14/21 and dealers should receive them via FedEx to their mailing address before 4/23/21. If you have not received the replacement label that shows stars in the safety ratings box, or have an affected unit that was dealer traded, you can request a replacement label via the normal label replacement request process.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated April 14, 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

## N212331980 Incomplete Fuel Economy and Certification on Monroney Label



Release Date: April 2021

Revision: 00

**Attention:** This service update involves vehicles in dealer inventory only and will expire April 30, 2022.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500 LD	2021	2021		
GMC	Sierra 1500 LD				

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 Chevrolet Silverado and GMC Sierra vehicles require a Monroney label which was not available at the time of vehicle shipment.
<b>Correction</b>	Dealers will install the Monroney label.

### Parts

No parts are required for this repair.

Replacement Monroney Labels were shipped to dealers prior to 4/14/21 and dealers should receive them via FedEx to their mailing address before 4/23/21. If you have not received the replacement label that shows stars in the safety ratings box, or have an affected unit that was dealer traded, you can request a replacement label via the normal label replacement request process.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105689	Install Monroney Label	0.2	ZFAT	N/A

### Service Procedure

**Note:** This procedure is for involved vehicles in dealer new vehicle inventory only. Installation of Monroney labels for these vehicles are VIN specific. Please exercise due care to ensure that the correct label is affixed to the correct vehicle.

- Carefully remove the factory installed label from the vehicle's window. Discard this label.
- Carefully affix the replacement label to the vehicle's window.

### Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than April 30, 2022.

All new, 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.

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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Voluntary Technician  
Certification**