

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5758  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 15, 2021

Subject: N212331780 - Service Update  
Missing Ground Fasteners

Models: 2021 Chevrolet Tahoe Police Pursuit Vehicle  
Equipped with Radio Suppression Equipment (RPO UN9)

To: All General Motors Dealers

General Motors is releasing Service Update N212331780 today. The total number of U.S. vehicles involved is 21. 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 16, 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

## N212331780 Missing Ground Fasteners



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	Tahoe Police Pursuit Vehicle	2021	2021	UN9	Radio Suppression Equipment

This service update should be performed on vehicles in dealer inventory only. 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>	On some 2021 model year Chevrolet Tahoe Police Pursuit Vehicles, equipped with radio suppression equipment (RPO UN9), the body to chassis ground fasteners may be missing.
<b>Correction</b>	Dealers are to add the missing fasteners.

### Parts

Quantity	Part Name	Part No.
As Req.	Nut	11514596
As Req.	Bolt	11516885
As Req.	Ground Strap	84293145

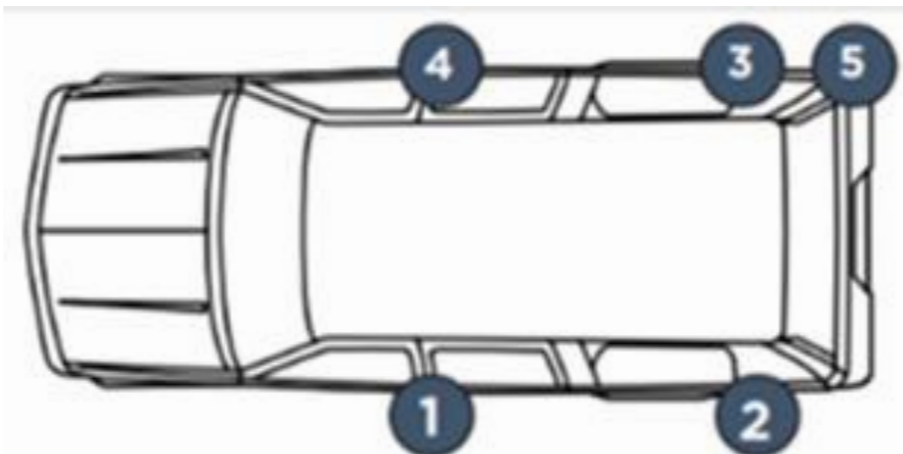
It is estimated that only 21 involved vehicles will require parts replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

**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
9105691	Replace Missing Fasteners/Ground Strap	0.4	ZFAT	N/A

### Service Procedure



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- Using the above graphic as a guide to ground strap locations, inspect locations 1-4 for a missing bolt/nut or ground strap per the following steps.

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#### 2. Inspect location 1 – left front.

- If either of the bolts is missing, or the ground strap is not present, install the missing fasteners (and ground strap, if necessary) in that location.
  - If replacing a fastener, torque the body screw to 36 lb.-in (4.0 N-m). Torque the frame bolt/nut to 70 lb-in (8 N-m).
- If the ground strap is present and no bolts are missing, no further action is required at this location. Proceed to the next step.

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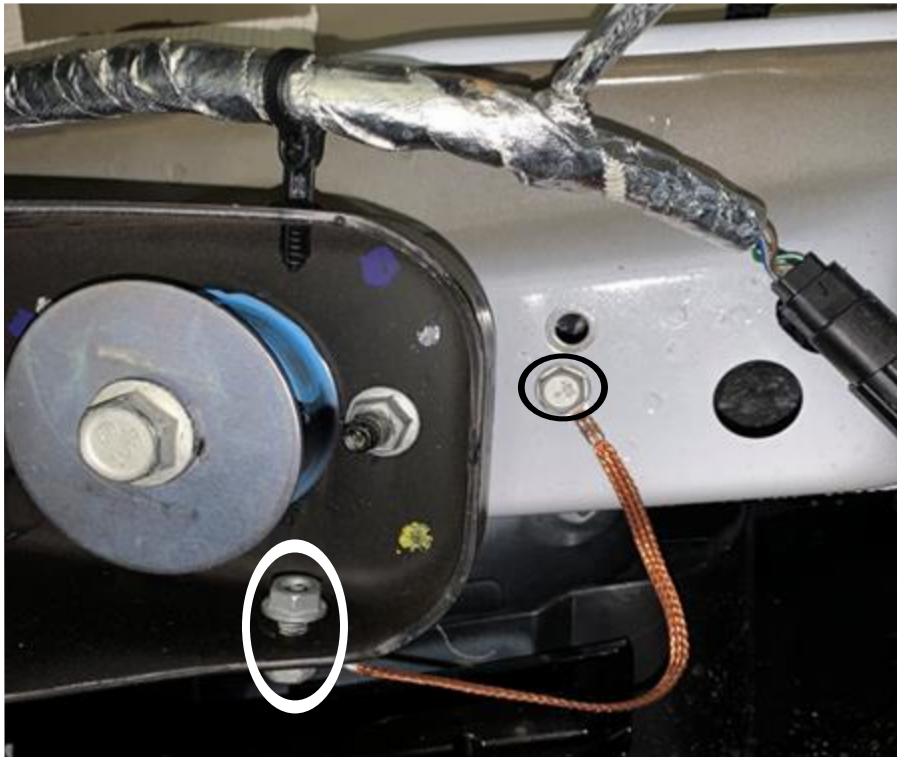


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3. Inspect location 2 – left rear.
  - If either of the bolts is missing, or the ground strap is not present, install the missing fasteners (and ground strap, if necessary) in that location.
    - If replacing a fastener, torque the body screw to 36 lb.-in (4.0 N-m). Torque the frame bolt/nut to 70 lb-in (8 N-m).
  - If the ground strap is present and no bolts are missing, no further action is required at this location. Proceed to the next step.

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4. Inspect location 3 – right rear.
  - If either of the bolts is missing, or the ground strap is not present, install the missing fasteners (and ground strap, if necessary) in that location.
    - If replacing a fastener, torque the body screw to 36 lb.-in (4.0 N-m). Torque the frame bolt/nut to 70 lb-in (8 N-m).
  - If the ground strap is present and no bolts are missing, no further action is required at this location. Proceed to the next step.

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5. Inspect location 4, right front.
  - If either of the bolts is missing, or the ground strap is not present, install the missing fasteners (and ground strap, if necessary) in that location.
    - If replacing a fastener, torque the body screw to 36 lb.-in (4.0 N-m). Torque the frame bolt/nut to 70 lb.-in (8 N-m).
  - If the ground strap is present and no bolts are missing, no further action is required.
6. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

#### 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, 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.

#### 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