

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5804  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 25, 2021

Subject: N212337230 - Customer Satisfaction Program  
Radio Fault Causing Battery Drain

Models: 2021 Chevrolet Traverse  
Equipped with Chevrolet Infotainment (RPO IOR)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N212337230 today. The total number of U.S. vehicles involved is approximately 42. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on June 15, 2021.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 26, 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

# Customer Satisfaction Program

## N212337230 Radio Fault Causing Battery Drain



Release Date: May 2021

Revision: 00

**Attention:** All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

**This program is in effect until June 30, 2023.**

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Traverse	2021	2021	IOR	Chevrolet Infotainment

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 Traverse vehicles were equipped with radios set to “DEV Mode” at the supplier and shipped to the GM LDT (Lansing Delta Township) vehicle assembly plant. Radios in “DEV Mode” will be on when the vehicle is “OFF” and the vehicle battery will experience a drain.
<b>Correction</b>	Dealers will turn vehicle on and inspect for “DEV Mode” on the radio display. If “DEV Mode” appears on the radio display, they will replace the existing radio with a new radio and program the new radio.

### Parts

Quantity	Part Name	Part No.
1	Radio Assembly - Rcvr.	84776468

The parts required for this program are on restriction and need to be obtained from an Electronic Service Center (ESC). Please refer to your “involved vehicles listing” before ordering parts. These parts will be on Order Writing control and all orders placed through GMCCA will cancel.

Note: See Global Connect Message #06-00-89-032A for escalation process for critical orders for ESC.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105755	Inspect Radio Display - No Further Action Required	0.2	ZFAT	N/A
9105756	Replace Radio – Inspection and Programming Included	1.8		

### Service Procedure

1. Turn the vehicle on, turn the radio on.



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2. Press the home screen button.

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3. Look in the lower right corner of the radio display.

- If the words “DEV Mode” are showing above the time display, replace the radio. Refer to *Radio Replacement (IOR)* in SI.
- If the words “DEV Mode” are not displayed, no further action is required.

### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through June 30, 2023. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, through June 30, 2023, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain 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 contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

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### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

### Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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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.



**We Support  
Voluntary Technician  
Certification**

# Customer Satisfaction Program

## N212337230 Radio Fault Causing Battery Drain



June 2021

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2021 model year Chevrolet Traverse may have been built with a radio set to “DEV Mode” rather than the intended “Release Mode” at the supplier and shipped to the assembly plant. Radios in “DEV Mode”, will be on when the vehicle is “OFF” and the vehicle battery will experience a drain.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to fix this condition.

**What We Will Do:** Your GM dealer will inspect, and if necessary, replace your radio. This service will be performed for you at **no charge until June 30, 2023**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Traverse provides you many miles of enjoyable driving.

Neelie O’Connor  
Global Executive Director  
Customer Experience Operations

N212337230