

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5814
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 3, 2021

Subject: N212333590 - Customer Satisfaction Program
2nd and 3rd Row Seats Built with Cloth Not Vinyl

Models: 2021 Chevrolet Suburban

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N212333590 today. The total number of U.S. vehicles involved is 24. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on June 16, 2021.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 4, 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

N212333590 2nd and 3rd Row Seats Built with Cloth Not Vinyl



Release Date: June 2021

Revision: 00

Attention: This program is in effect until June 30, 2023.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Suburban	2021	2021		

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 Suburban vehicles have 2 nd and 3 rd row seats which were built with cloth instead of vinyl.
Correction	Dealers are to replace the 2 nd and 3 rd row seat cushions and back covers.

Parts

Quantity	Part Name	Part No.
2	RESTRAINT ASM-R/SEAT HD (2nd Row)	84933003
1	ARMREST ASM-R/SEAT (2nd Row)	84926273
1	COVER ASM-R/SEAT CUSH (2nd Row)	85112588
1	COVER ASM-R/SEAT CUSH (2nd Row)	84780077
1	COVER ASM-R/SEAT BK (RH PROC) (2nd Row)	85112553
1	COVER ASM-R/SEAT BK (2nd Row)	84729015
2	RESTRAINT ASM-3RD ROW ST HD (3rd Row)	85163357
1	COVER ASM-3RD ROW ST CUSH (3rd Row)	84686291
1	COVER ASM-3RD ROW ST CUSH (3rd Row)	84686294
1	COVER ASM-3RD ROW ST BK (3rd Row)	84738155
1	COVER ASM-3RD ROW ST BK (3rd Row)	84738158

Due to the small number of vehicles involved, 24, dealers are encouraged not to order recall 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
9105705	Replace 2 nd and 3 rd Row Seat Cushion and Back Covers	8.0	ZFAT	N/A

Service Procedure

Replace the 2nd and 3rd Row Seat Cushion and Back Covers. Refer to *Rear Seat Back Cover and Pad Replacement, Rear Seat Cushion Cover and Pad Replacement, 3rd Row Seat Back Cover and Pad Replacement and 3rd Row Seat Cushion Cover and Pad Replacement* in SI.

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/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.

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.

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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.

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).

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

N212333590 2nd and 3rd Row Seats Built with Cloth Not Vinyl



June 2021

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2021 model year Chevrolet Suburban may have been built with 2nd and 3rd row cloth seats instead of vinyl seats.

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

What We Will Do: Your GM dealer will replace the 2nd and 3rd row seat cushions and back covers. 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 Suburban provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N212333590