

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5832
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 21, 2021

Subject: N212340731 - Service Update
Fuel Economy Incorrectly Noted on Monroney Label

Models: 2021 GMC Canyon

To: All General Motors Dealers

General Motors is releasing Service Update N212340731 today. The total number of U.S. vehicles involved is approximately 2,935. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery June 17, 2021 under stop delivery notice N212340730. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be offered for sale or sold.

Even with the launch of this Service Update Bulletin, there will still be VINs remaining in the population of stop delivery N212340730. The VINs still remaining in stop delivery N212340730 require different service procedures which GM is working as quickly as possible to make ready for the impacted dealers. Additional information regarding vehicles remaining on stop delivery will be communicated to dealers as soon as we have an update.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 22, 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

N212340731 Fuel Economy Incorrectly Noted on Monroney Label



Release Date: June 2021

Revision: 00

Attention: This service update involves vehicles in dealer inventory only and will expire July 31, 2022.

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Canyon	2021	2021		

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.

Condition	Certain 2021 model year GMC Canyon vehicles may have the fuel economy incorrectly noted on the Monroney label.
Correction	Dealers will replace the Monroney label.

Parts

No parts are required for this repair.

Replacement Monroney Labels will begin shipping to dealers on June 18, 2021 and dealers should receive them via FedEx to their mailing address within a week. If you have not received the replacement label or have an affected unit that was dealer traded, you can request a replacement label via the normal label replacement request process through GlobalConnect in the BARS Reprint for US Dealers or by contacting the Warranty Call Centre at 1-888-222-5546 for Canadian dealers.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105831	Remove and Replace Monroney Label	0.1	ZFAT	N/A

Service Procedure

Note: This procedure is for involved vehicles in dealer new vehicle inventory only. Replacement 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 July 31, 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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