

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5834
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 23, 2021

Subject: N212340732 - Service Update
Monroney Label and Cargo Carrying Capacity Reduced Label

Models: 2021 GMC Canyon

To: All General Motors Dealers

General Motors is releasing Service Update N212340732 today. The total number of U.S. vehicles involved is approximately 2,619. 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. **THE SERVICE PROCEDURE IN THIS BULLETIN MUST BE PERFORMED BEFORE THE VEHICLE CAN BE OFFERED FOR SALE OR SOLD.**

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 24, 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

N212340732 Monroney Label and Cargo Carrying Capacity Label



Release Date: June 2021

Revision: 00

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

Important: Vehicles involved in this recall were placed on stop delivery June 17, 2021 under stop delivery notice N212340730. THE SERVICE PROCEDURE IN THIS BULLETIN MUST BE PERFORMED BEFORE THE VEHICLE CAN BE OFFERED FOR SALE OR SOLD.

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. In addition, the vehicle loading weight specification is incorrectly noted on the Tire and Loading Information label.
Correction	Dealers will replace the Monroney and install a Cargo Carrying Capacity Reduced label.

Parts

Dealers are to replace the Monroney label and add the Cargo Carrying Capacity Reduced label.

Replacement Monroney Labels began shipping to dealers on June 19, 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.

To order a Cargo Carrying Capacity Reduced Label:

USA Dealers: Parts required to complete this recall are to be ordered online, through the GM 1 Store via GlobalConnect, The label will be provided at no charge. Please order the label using item number 212340732 or the bulletin number N212340732. This may be similar language to Service Update N212340733 where we are using the same label. When you receive the label, it may be noted as N21-234073 as this means it applies to both field actions.

Canada Dealers: Cargo Carrying Capacity Reduced Labels will begin shipping to Canadian dealers on June 23, 2021. Dealers should receive them via FedEx to their mailing address within a week. If you have not received the Cargo Carrying Capacity Reduced Label or have an affected unit that was dealer traded, you can request a replacement label by contacting the Warranty Call Centre at 1-888-222-5546. Dealers will be required to provide a VIN at the time of ordering. Order item number 212340732 or the bulletin number N212340732. This may be similar language to Service Update N212340733 where we are using the same label. When you receive the label, it may be noted as N21-234073 as this means it applies to both field actions.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105832	Remove and Replace Monroney Label and Install Cargo Carrying Capacity Reduced Label	0.3	ZFAT	N/A

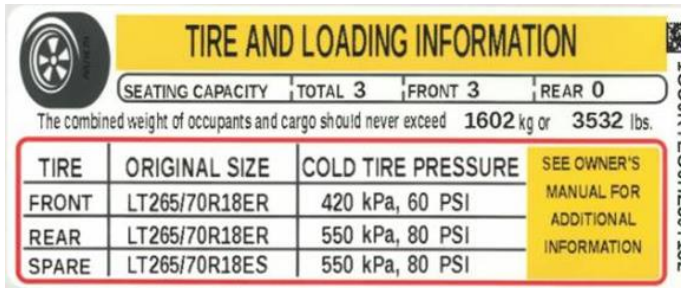
Service Procedure

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. The Cargo Carrying Capacity Reduced label is not VIN specific.

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

Service Update

N212340732 Monroney Label and Cargo Carrying Capacity Label



5868278

3. Locate the Tire and Loading Information label on the "B" pillar in the driver side front door jamb.

Note: The graphic below shows both the US and Canadian versions of the Cargo Carrying Capacity Label.



5868279

4. Select the appropriate language Cargo Carrying Capacity Reduced label for your sales market.



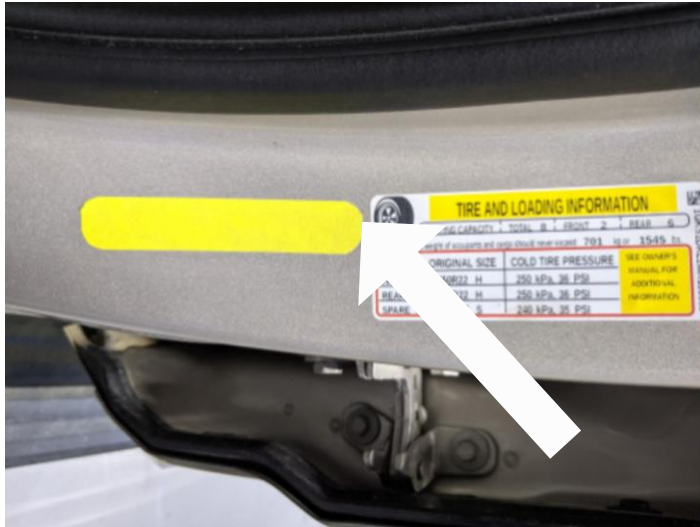
5868280

Service Update

N212340732 Monroney Label and Cargo Carrying Capacity Label



- Clean the mounting surface using isopropyl alcohol and dry with clean, lint free cloth. Receiving surface **MUST** be clean, dry and free of any contaminants.
- Firmly hold the new label and peel protective liner from the back side, being careful not to touch or contaminate the adhesive with dirt or foreign matter.



5868282

- Carefully align the top edge of the new label to the existing Tire and Loading Information label. Press firmly and smooth out entire label ensuring corners are fully adhered.

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.



We Support
Voluntary Technician
Certification