

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5871  
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 19, 2021

Subject: N212331730 - Service Update  
Telematic Control Module

Models: 2021 Cadillac Escalade

To: All General Motors Dealers

General Motors is releasing Service Update N212331730 today. The total number of U.S. vehicles involved is approximately 348. 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 July 20, 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

## N212331730 Telematic Control Module



**Release Date:** July 2021

**Revision:** 00

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	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.

<b>Condition</b>	Certain 2021 model year Cadillac Escalade vehicles may have a condition where the telematic control module does not receive the over the air update.
<b>Correction</b>	Dealers are to replace the telematic control module.

### Parts

Quantity	Part Name	Part No.
1	MODULE, COMN INTERFACE	85532262

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:** If the dealer has a potential buyback due to a backordered part, the dealer MUST inform both the Electronic Service Center (ESC) where they placed the order, and the District Parts Manager (DPM). The District Parts Manager (DPM) should contact the appropriate supplier representative in the Electronic Service Center Dept. at GMSPO to initiate the escalation process.

**Important:** Dealers should NOT contact SPAC for issues related to ESC parts.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105836	Telematic Control Module Replacement	0.5	ZFAT	N/A

### Service Procedure

Replace the telematic communication interface control module. Refer to *K73 Telematic Control Module Replacement* in SI.

### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

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.

# Service Update

## N212331730 Telematic Control Module



### 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**