

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5621
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 17, 2020

Subject: N202319980 - Noncompliance Recall
Safety Telltale Light Daytime Visibility

Models: 2021 Cadillac Escalade
2021 Cadillac Escalade ESV

To: All General Motors Dealers

General Motors is releasing Noncompliance Recall N202319980 today. The total number of U.S. vehicles involved is approximately 3,203. Please see the attached bulletin for details.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Noncompliance Recall. Please use this information as an aid to confidently answer customer concerns.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 18, 2020 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