



# IMPORTANT SAFETY RECALL

July 2021

This notice applies to your vehicle, VIN: \_\_\_\_\_

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2021 model year Buick Envision vehicles; Cadillac CT4, CT5, Escalade, and Escalade ESV vehicles; Chevrolet Corvette, Suburban, and Tahoe vehicles; and GMC Yukon and Yukon XL vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM recall N212338110.
- A software update is available for your vehicle that can be performed remotely with wireless over-the-air technology. If you've already accepted the update, no further action is necessary. If you have not accepted the update, follow the in-vehicle radio prompts or schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

A software problem exists in certain of these vehicles which would cause a sensing diagnostic module (SDM) communications fault to illuminate the airbag malfunction indicator lamp, but only on alternating ignition cycles. As a result, an SDM communications fault would not consistently illuminate the airbag light on every ignition cycle to indicate a problem to the driver. A driver might not be warned of an SDM loss of communication fault which might indicate a problem with airbag deployment. If airbags do not deploy appropriately in a crash, there is an increased risk of injury in that crash.

### What will we do?

GM will update the software in the vehicles' serial data gateway module. Owners who have accepted the applicable terms and conditions may have already received the update with wireless over-the-air technology and will not have to bring their vehicle to a dealership. GM began prompting owners through the vehicle's radio screen on June 3, 2021. Any owner having received this update through over the air (OTA) technology will not have to bring their vehicle to a dealership. Alternatively, owners may schedule to have the updates performed at a GM dealer.

### What should you do?

The software update can be performed remotely using wireless over-the-air technology. If you've already accepted the update, no further action is necessary. If you have not accepted the update,

you will be notified that the update is available by in-vehicle prompts from the radio display.

This software update is a two-step process which consists of downloading the software update to your vehicle, and then installing it. First, you'll be prompted to accept the software download. In order to successfully accept the download, your vehicle must be parked. After you accept the download, and throughout the downloading process, the vehicle may be driven and operated as normal. Once the download is complete, you'll be asked to accept the software installation. The vehicle must be parked when you accept the installation. It must remain parked, with the ignition in the OFF position, throughout the installation process. Installation will only take up to 15 minutes, and you do not have to stay in your vehicle while the software is installing. Your vehicle will not be operational during the installation process, and must remain parked while the software is installing to your vehicle.

Once the software update is complete, please know that you may need to reconfigure certain vehicle settings or preferences, as they may have been altered as a result of the update.

Upon your next ignition cycle after the installation completes, your vehicle's radio will display a confirmation message that the update was successful. If you receive a message that the installation cannot continue or did not complete successfully, the installation process may retry after your next ignition cycle. If the problem persists, contact your GM dealer to arrange a service appointment as soon as possible.

You can also decline the update by selecting the "Learn More" button, and then "Details" and then the "Decline Update" option. If you decline the update, contact your GM dealer to arrange a service appointment as soon as possible.

If you need to bring your vehicle to the dealer, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 30 minutes.

**Do you have questions?**

If you have 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)
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 21V421.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann Combs  
Vice President  
Global Vehicle Safety

GM Recall N212338110