

Frequently Asked Questions (FAQs) for Safety Recall N212338110 Airbag Light May Not Indicate Malfunction

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

Q1) Which vehicles are involved?

A1) 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.

Q2) What is the issue or condition?

A2) 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.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) If a consistent SDM communication fault occurs, drivers will only be warned of a fault on alternate ignition cycles. Loss of communication with the SDM may result in other driver information center (DIC) messages that will be present on every ignition cycle.

Q4) What is the remedy/repair?

A4) GM will update the software in the vehicles' serial data gateway module. Owners who have accepted applicable terms and conditions will have the opportunity to accept these software changes using wireless over-the-air (OTA) technology without having to bring their vehicle to a dealership. Alternatively, owners may schedule to have the updates performed at a GM dealer.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) 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.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, please see the attached bulletin for details.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for

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field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.