

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6038  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 27, 2022

Subject: Upcoming Safety Recalls  
N212351030 (LH), N212351031 (RH), N212351032 (Both)  
Rear Drive Shaft Loss of Propulsion

Models: 2021 Cadillac Escalade  
2021 Cadillac Escalade ESV  
2021 Chevrolet Suburban  
2021 Chevrolet Tahoe  
2021 GMC Yukon  
2021 GMC Yukon XL

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves certain 2021 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon, Yukon XL vehicles. The GM recall numbers are N212351030, N212351031, and N212351032.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the defect is remedied.

The rear-wheel drive-shaft assemblies in these vehicles may have been manufactured by GM's supplier with recirculating balls that were not properly heat treated. The recirculating balls may deform over time, resulting in noise and vibration. With continued use, the affected joint in the drive-shaft assembly could seize and the vehicle could lose propulsion. If the vehicle loses propulsion, there is increased risk of a crash.

Parts are not currently available, but when parts are available, dealers are to replace suspect drive shafts. Suspect drive shafts may be on the left side and/or right side.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on January 27, 2022. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

**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 Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE

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