

Frequently Asked Questions (FAQs) for Safety Recalls N212351030-32 Rear Drive Shaft Loss of Propulsion

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) 2021 Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon, Yukon XL.

Q2) What is the issue or condition?

A2) 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.

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

A3) 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.

Q4) What is the remedy/repair?

A4) Dealers will replace the left and/or right rear drive shaft assemblies.

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

A5) If the vehicle loses propulsion, there is increased risk of a crash.

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

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

Q7) Is the remedy/repair available now?

A7) No, when a sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

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 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.