



IMPORTANT SAFETY RECALL

December 2022

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 certain 2021 model year Cadillac Escalade/Escalade ESV, Chevrolet Suburban and Tahoe, and GMC Yukon/Yukon XL vehicles equipped with fail to conform to Federal/Canada Motor Vehicle Safety Standard (FMVSS) 108. As a result, GM is conducting a 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 N222382220.
- 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 dealer.
- Once the software update is complete, please know that you will need to reconfigure certain vehicle settings or preferences, as they have been altered as a result of the update.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The daytime running lamps (DRLs) may not deactivate when the headlamps are on. If the DRLs do not deactivate when the headlamps are on, the resulting glare could increase the risk of a crash.

What will we do?

GM will update the software in the vehicles' Body Control Module (BCM) to correct the condition. 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 November 21, 2022. Any owner having received this update through over the air (OTA) technology will not have to bring their vehicle to a dealership. Alternatively, you may schedule to have the updates performed at your 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.

The software download will happen in the background and will not require any interaction. Once the vehicle download is complete, you will 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 25 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 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 dealer to arrange a service appointment as soon as possible.

You can also decline the update by selecting the “Learn More” button, then “Details” and then the “Decline Update” option. If you decline the update, contact your 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 35 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.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-333-4223	711 / 1-800-833-2438
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
GMC	1-800-462-8782	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 22V827.

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

Regina A. Carto
Vice President
Global Product Safety and Systems

GM Recall: N222382220