

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5573
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 18, 2020

Subject: N202315510 - Customer Satisfaction Program
Incorrect Trailing Label

Models: 2021 Chevrolet Tahoe
2021 GMC Yukon

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N202315510 today. The total number of U.S. vehicles involved is approximately 3,425. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in November.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated November 19, 2020 or sooner. **A list of involved vehicles in dealer new inventory is referred to in the bulletin and attached to this message. Dealers may wish to save this attachment.** Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N202315510 Incorrect Trailing Label



Release Date: November 2020

Revision: 00

Attention: This program is in effect until November 30, 2022.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Tahoe	2021	2021		
GMC	Yukon				

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2021 model year Chevrolet Tahoe and GMC Yukon vehicles may have a condition in which the trailing label has zeroed out information on the label. Information such as Gross Combined Weight Rating (GCWR), Conventional Trailing Weight Rating (TWR) and Max Tongue Weight may show a zero instead of the proper amounts.
Correction	Install the updated label. Because this label can easily be installed by the customer, and to reduce their inconvenience, labels and installation instructions will be mailed to customers of record.

Parts

The labels are VIN specific and cannot be ordered unless a VIN is provided. If a replacement label is required for inventory or customer vehicles, please follow the instructions below for your region. Customers can expect to receive a label enclosed with their notification letter and is printed specifically for their vehicle.

USA Dealers:

Parts required to complete this recall are to be ordered online, through the GM 1 Store via GlobalConnect. Please log in and order the label using item number 10284728 or the bulletin number N202315510. The label will be provided at no charge. For a listing of dealer inventory VINs please refer to GlobalConnect message GCUS-3-1966. If a VIN is not involved with this recall, a label will not be available or provided.

Canada Dealers:

Please contact the Warranty Call Centre at 1-888-222-5546 to order labels which will be provided at no charge. Dealers will be required to provide a VIN at the time of ordering. Please have VIN available when calling to order the label as the labels are VIN specific. If a VIN is not involved with this recall, a label will not be available or provided.

Warranty Information

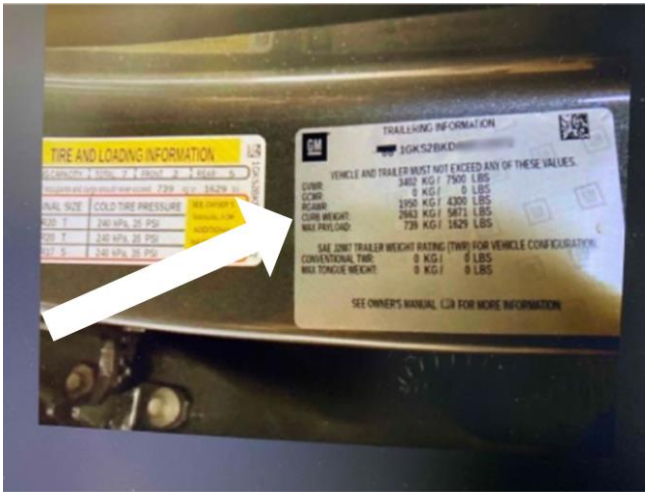
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105427	Remove/Install Label	0.2	ZFAT	N/A

Service Procedure

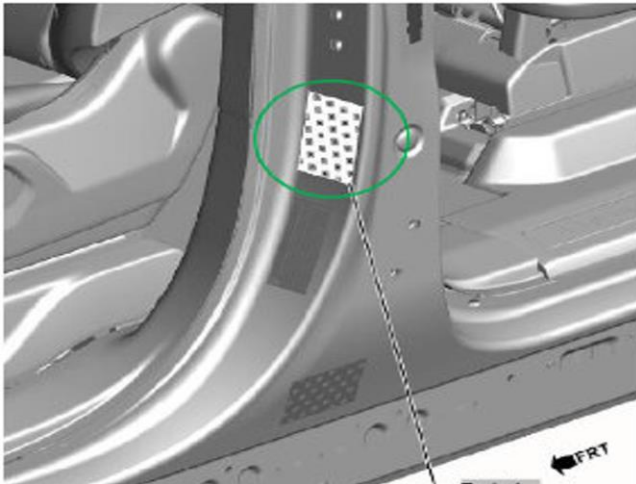
IMPORTANT: Verify the VIN on the new label matches the VIN of the vehicle.

1. Open the left front door.

Customer Satisfaction Program N202315510 Incorrect Trailing Label



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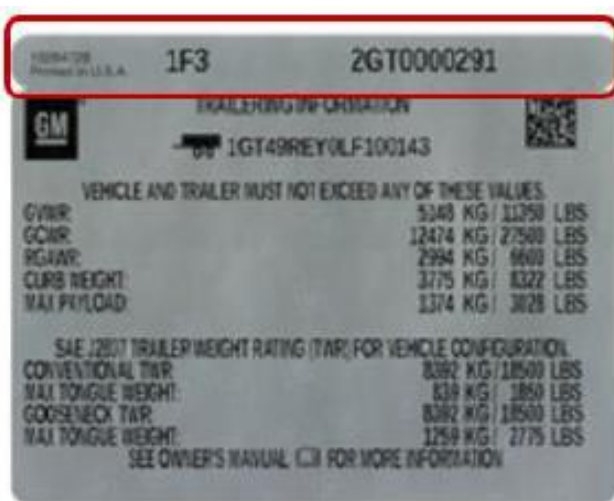


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2. Locate the trailing information label on the left side “B” pillar.

IMPORTANT: Do NOT place the new label over the existing label.

3. Remove the existing trailing information label. Use care to not damage or scratch other nearby labels or the paint finish.
4. Remove any residue using isopropyl alcohol and dry the surface with a clean, lint-free cloth. The surface must be clean, dry and free of any contaminants.



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Customer Satisfaction Program

N202315510 Incorrect Trailing Label



NOTE: The waste strip at the top of the service label (red box) does not get installed on the vehicle, it can be discarded with the backing paper.

5. Firmly hold the new label and peel the protective liner from the back side, being careful not to touch or contaminate the adhesive with dirt or foreign matter.
6. Affix the new trailing information label onto the “B” pillar in the same location as the removed label. Carefully align the new label to the surface and press firmly to smooth out the entire label ensuring the corners are fully adhered.
7. Close the door.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through November 30, 2022. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, through November 30, 2022, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

Customer Satisfaction Program

N202315510 Incorrect Trailering Label



November 2020

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2021 model year Chevrolet Tahoe or GMC Yukon vehicle may have a condition in which the trailering label has zeroed out information on the label. Information such as Gross Combined Weight Rating (GCWR), Conventional Trailering Weight Rating (TWR) and Max Tongue Weight may show a zero instead of the proper amounts.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your updated label is included with this letter. To reduce your inconvenience, you can install the label easily by following the enclosed instructions. If you desire, however, you may take the label to your dealer for installation. This service will be performed for you at **no charge**.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center for Chevrolet at 1-800-222-1020 (TTY 1-800-833-2438) or GMC 1-800-462-8782 (TTY 1-800-462-8583).

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your vehicle provides you with many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

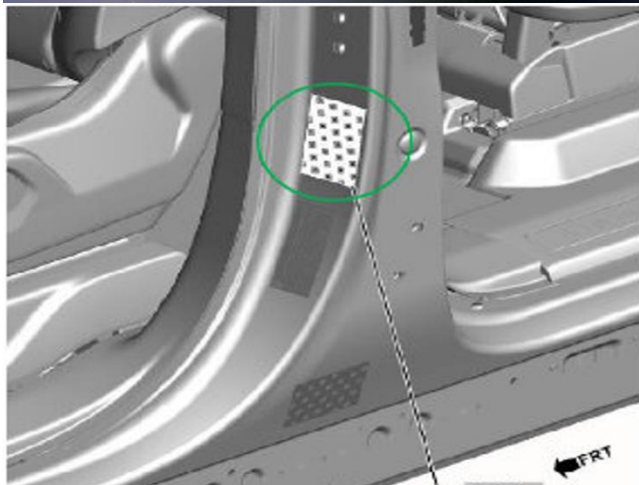
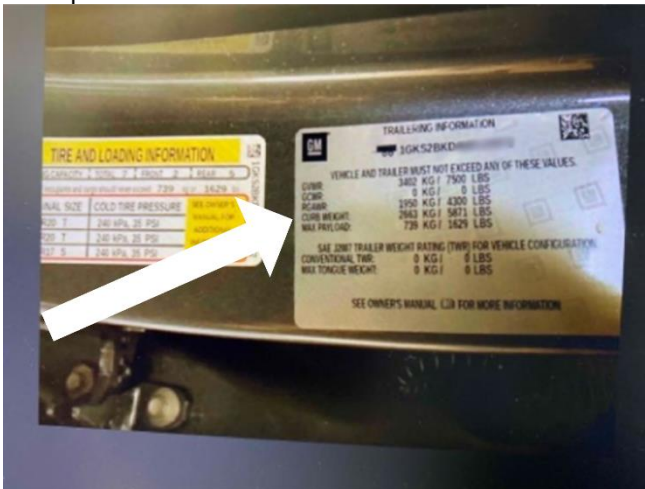
Enclosure
N202315510

Customer Satisfaction Program N202315510 Incorrect Trailing Label



IMPORTANT: Verify the VIN (Vehicle Identification Number) on the new label matches the VIN of the vehicle.

1. Open the left front door.



2. Locate the trailing information label on the left side "B" pillar.

IMPORTANT: Do NOT place the new label over the existing label.

3. Remove the existing trailing information label. Use care to not damage or scratch other nearby labels or the paint finish.
4. Remove any residue using isopropyl alcohol and dry the surface with a clean, lint-free cloth. The surface must be clean, dry and free of any contaminants.



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6. Affix the new trailering information label onto the "B" pillar in the same location as the removed label. Carefully align the new label to the surface and press firmly to smooth out the entire label ensuring the corners are fully adhered.
7. Close the door.