

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5574
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 18, 2020

Subject: N202313960 - Customer Satisfaction Program
Daytime Running Lamp (DRL) Color Change

Models: 2021 Chevrolet Suburban
2021 Chevrolet Tahoe

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N202313960 today. The total number of U.S. vehicles involved is approximately 18,919. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on December 04, 2020.

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 attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N202313960 Daytime Running Lamp (DRL) Color Change



Release Date: November 2020

Revision: 00

Attention: All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

This program is in effect until April 30, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Suburban	2021	2021		
Chevrolet	Tahoe				

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 Suburban and Tahoe vehicles, may have a condition in which the daytime running lamps may shift to a bluer shade of white in its lit appearance. This will remain in effect until the headlamp cools.
Correction	Replace left and right headlamp LED driver module assemblies.

Parts

Quantity	Part Name	Part No.
2	Module ASM - Headlamp LED Driver	84551653

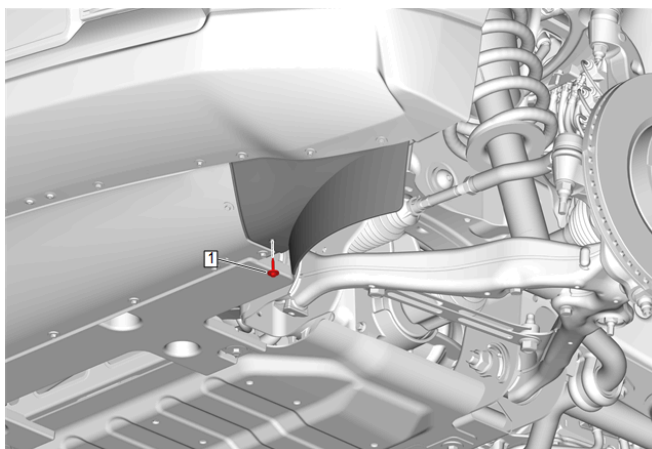
Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105293	Replace Left and Right Headlamp LED Driver Module Assemblies	0.9	ZFAT	N/A

Service Procedure

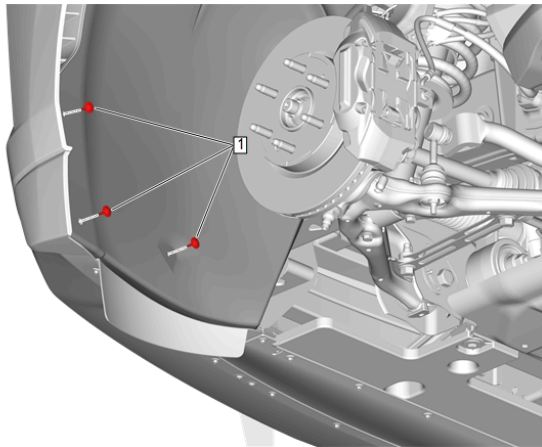
- Partially lift the vehicle to a level that provides access to the front inner wheelhouse liner assembly. Refer to *Lifting and Jacking* in SI.



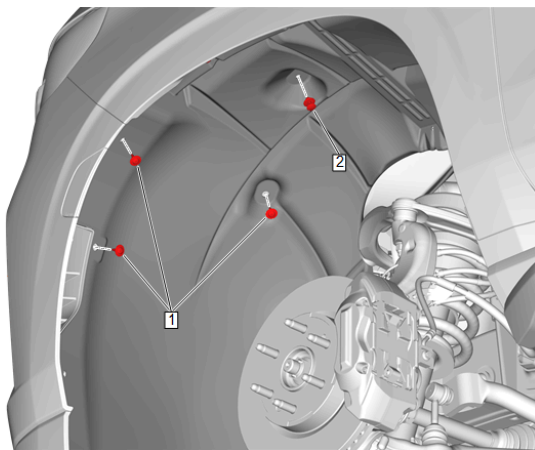
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2. Partially remove the left front wheelhouse liner fasteners. Only remove the 8 fasteners forward of the suspension shock absorber/spring assembly (1-2).
3. Reposition the front section of the wheelhouse liner allowing access to the back of the headlamp assembly. Use care to not damage the suspension height sensor.

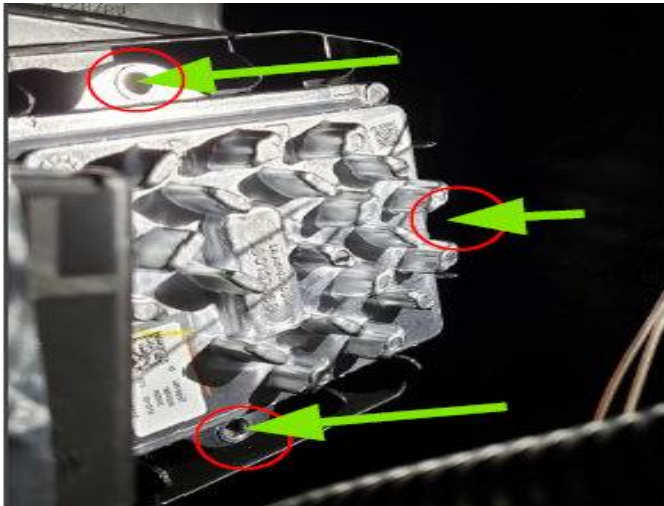


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4. Locate the headlamp LED driver module located on the headlamp housing.

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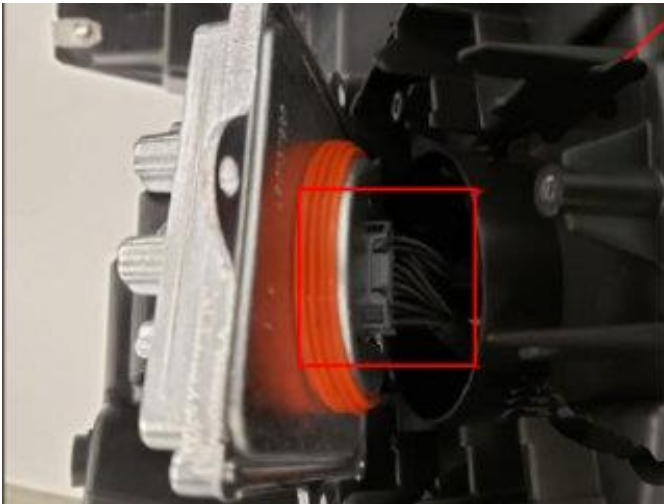


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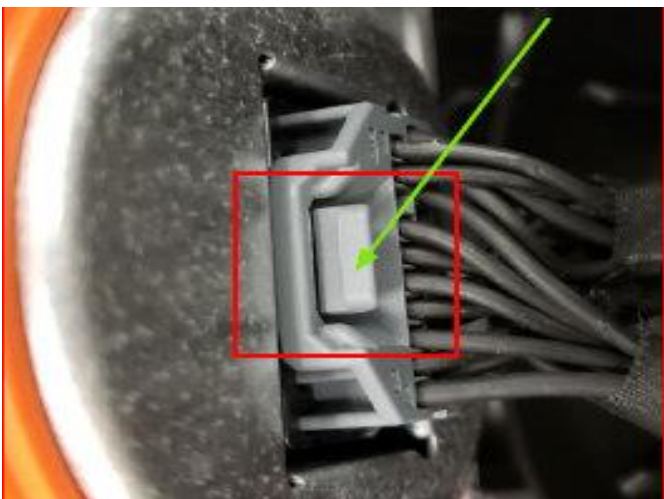
5. Remove the 3 module attachment fasteners, use care to not damage the threads on the headlamp housing.

CAUTION: The headlamp LED driver module electrical connector is inside of the headlamp assembly. **Do not pull the driver module away from the headlamp assembly** without disengaging the connector, this may damage the headlamp. You may separate the driver unit up to 40mm (1.6 In.) away from the lamp.

6. Separate the headlamp LED driver module from the headlamp housing no more than 40mm (1.6 In.).



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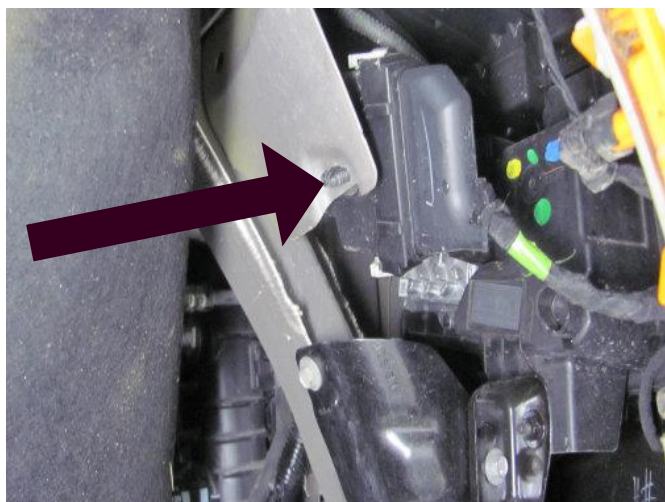
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7. Locate the electrical connector tab and disengage the connector from the module. The tab will be on the inboard side of the headlamp LED driver module.
8. Move the headlamp LED driver module rearward in the vehicle and remove.
9. Connect the electrical connector to the new headlamp LED driver module, verify the connector is fully seated and the tab is engaged.
10. Place the new headlamp LED driver module into the headlamp housing.

Important: The headlamp LED driver module attachment fasteners have self-tapping threads, use extreme care to not cross thread or strip the headlamp housing.

11. Install the 3 headlamp LED driver module fasteners. Use care to not damage the threads in the headlamp housing. **Tighten:** 1.1N.m (10 lb in.).
12. Position the wheelhouse liner into the original position.
13. Install the wheelhouse liner fasteners. **Tighten:** 2.5 N.m (22 lb in).
14. Repeat steps 1-13 on the passenger side of the vehicle with the following note:



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- There is a body harness connector blocking access to the repair area on the right front inner fender. Using a trim panel removal tool, separate the Christmas tree fastener from the body and reposition the harness out of the work path. Reinstall the harness to the body after the new headlamp LED driver module is installed.

NOTE: Since excessive blueish color is a subjective evaluation and the DRLs normally have a slight blueish cast, look for a mismatch between right and left to determine if a headlamp needs replacement. It is extremely unlikely that both R & L have failed permanently blue. If still in doubt about the degree of blue or you think both sides are failed, compare DRL color on the subject vehicle to a recent build.

15. With the vehicle lowered and on level ground, activate the Daytime Running Lamps (DRL's). Step back 20' from the front of the vehicle and stand in the center. Observe the illumination color for any blueish white color. If the illumination displays an unacceptable bluish cast, replace the headlamp assembly as required. Refer to *Headlamp Replacement* in SI.

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/repared 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.

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Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through April 30, 2021. 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 April 30, 2021 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.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

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

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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**

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December 2020

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

Dear General Motors Customer:

We have learned that your 2021 model year Chevrolet Suburban and Tahoe vehicles may have a condition in which the daytime running lamps may shift to a blue shaded appearance. This condition will remain in effect until the headlamp cools.

Your satisfaction with your Chevrolet Suburban or Tahoe is very important to us, so we are announcing a program to fix this condition.

What We Will Do: Your GM dealer will replace left and right headlamp LED driver module assemblies. This service will be performed for you at **no charge until April 30, 2021**. After that, any applicable warranty will apply.

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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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 GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

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