

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5583
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 25, 2020

Subject: N202317390 - Customer Satisfaction Program
Brake System Control Module Internal Fault.
Service Reprogramming Now Available

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

To: All General Motors Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, New or Used Vehicle Sales Manager, and Warranty Administrator

Effective November 23rd at 8:00pm (EST), GM was forced to temporarily suspend service programming for the Brake System Control Module (BSCM) on the 2021MY full size sport utility vehicles. This action prevented dealers from completing Customer Satisfaction field action N202317390 as well as any programming events unrelated to the field action. This step became necessary due to multiple reports of unsuccessful reprogramming attempts on these vehicles.

GM has taken steps to re-enable BSCM programming on these vehicles, and effective Tuesday November 24th at approximately 9:30pm (EST) BSCM programming has been restored.

Please start programming vehicles as normal.

If you have a vehicle with issues due to a prior programming failure of the BSCM, please contact the Techline Customer Support Center at 1-800-828-6860 for assistance.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS