

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5593
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 1, 2020

Subject: N202310850 - Customer Satisfaction Program
Airbag Indicator Light

Models: 2021 Cadillac Escalade, Escalade ESV
2021 Chevrolet Suburban, Tahoe
2021 GMC Yukon, Yukon XL
Equipped with Restraint System-Seat, Inflatable, Driver & Pass Frt, Frt
Seat Side, Frt Inboard Seat Side, Roof Side (RPO AYQ)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N202310850 today. The total number of U.S. vehicles involved is approximately 90,005. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on December 15, 2020.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 2, 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

N202310850 Airbag Indicator Light Intermittent



Release Date: December 2020

Revision: 00

Attention: This program is in effect until December 31, 2022.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2021	2021	AYQ	Restraint System-Seat, Inflatable, Driver & Pass Frt, Frt Seat Side, Frt Inboard Seat Side, Roof Side
	Escalade ESV				
Chevrolet	Suburban				
	Tahoe				
GMC	Yukon				
	Yukon XL				

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	In certain 2021 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL vehicles, driver movement can disrupt the electrical connection to the seat-mounted inboard airbag system. This airbag system is supplemental and not required equipment under applicable Federal Motor Vehicle Safety Standards. If this occurs, the vehicle's driver information center will display a "Service Restraints System" message to the driver before resistance at the connection will prevent the deployment of the airbag.
Correction	Dealers are to verify the DTC B14DC is present and replace the affected driver inboard side seat wiring harness connector assembly as necessary.

Parts

Quantity	Part Name	Part No.
1	Service Harness	13530533
2	Salmon 20-18 Gauge Wire Splice Sleeve (Merchandising Pack of 10 pieces)	19300089

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

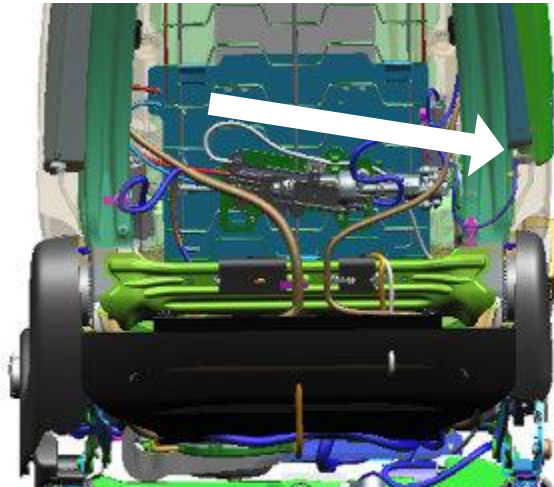
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105431	Diagnostic Time Only – No Repair Required	0.3	ZFAT	N/A
9105432	Replace Driver Seat Inboard Airbag Electrical Connector and Clear DTC information (Includes inspection)	0.8		

Service Procedure

- Verify DTC B14DC symptom 1B and/or 13 are set.
 - If B14DC symptom 1B and/or 13 **is set**, proceed to step #2.
 - If B14DC symptom 1B and/or 13 **is not set**, Refer to SI diagnostic steps to correct the condition.
- Place the driver seat in the full forward position with the seat back in the full upright position.
- Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
- Remove the driver seat back finish panel. Refer to *Front Seat Back Finish Panel Replacement* in SI.
- Disconnect the rear inboard side of the seat cushion/cover from the seat structure by releasing the retaining clips.

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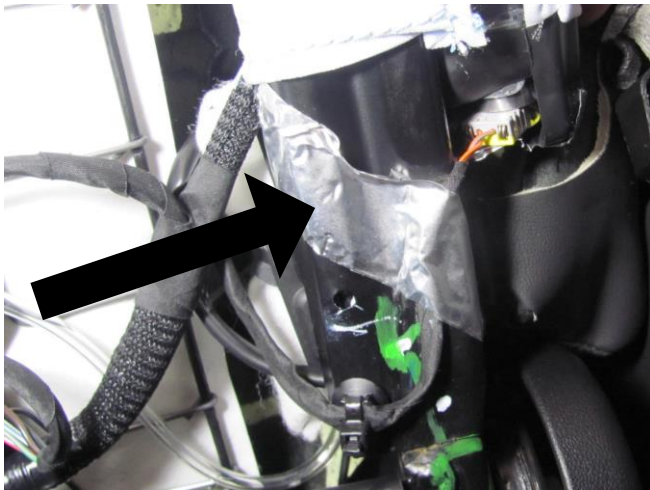


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6. Position the seat cushion/cover to expose the driver seat inboard airbag connector.

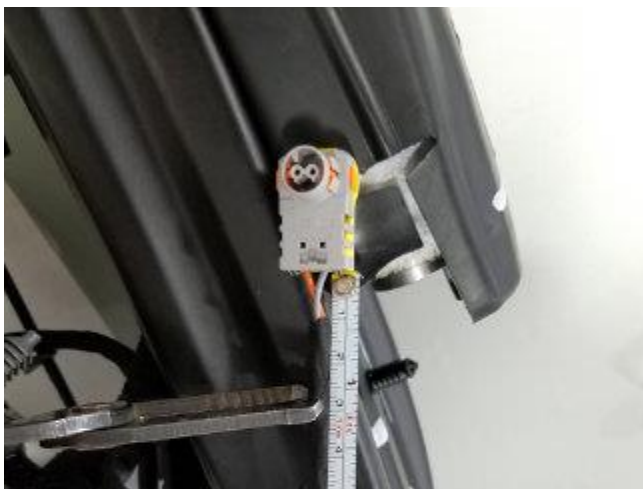
Note: For clarification, the following photos show the seat cover off and the seat out of the vehicle. This procedure is performed with the seat cover on and the seat in the vehicle.

7. Disengage the two CPA's on the inboard airbag electrical connector and remove the connector from the airbag.



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Note: There may be butyl tape over the harness and connector from a previous repair. Remove the butyl tape as necessary. Tape residue can be left on the repair area, it does not need to be completely removed.



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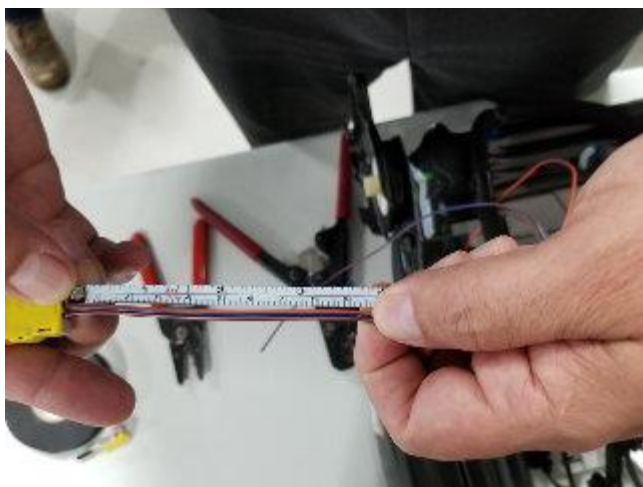
8. Measure 30 mm from the connector on the seat harness and cut the two wires at this point.



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9. Unwrap the electrical tape to the first attachment location.

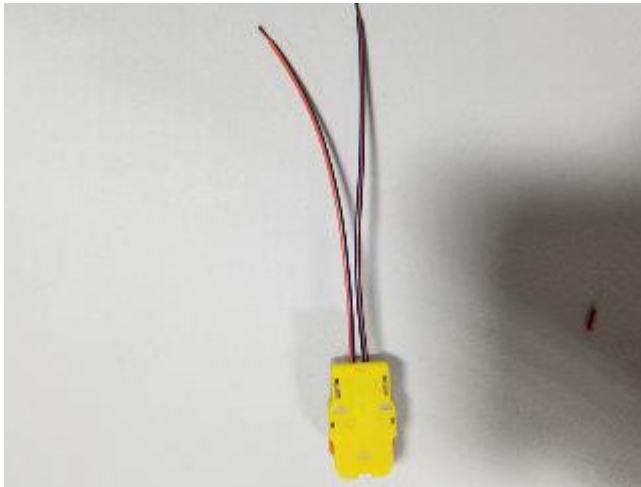
Note: The service connector has exceptionally long leads, discard any unused wire material.



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10. On the service connector, measure 80 mm from the connector and cut the two wires at this point.
11. Splice the service connector to the seat wiring harness. Refer to *Wire to Wire Repair* in SI.



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12. Using fabric anti abrasion electrical tape, rewrap the wiring harness.
13. Connect the seat side harness to the airbag. Ensure the CPA's are fully engaged.



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14. Position the harness into the channel on the seat frame as shown.

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15. Secure the harness to the seat frame using fabric anti abrasion electrical tape.



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16. Inspect that the connector and CPA's are fully seated, and the bundle is taped in place.
17. Reconnect the rear inboard side of the seat cushion/cover to the seat structure. Ensure the cover is properly fitted and free of wrinkles.
18. Reinstall the driver seat back finish panel. Refer to *Front Seat Back Finish Panel Replacement* in SI.
19. Reconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
20. Clear any DTC codes.

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 December 31, 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

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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 December 31, 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.

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 in certain 2021 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon or Yukon XL vehicles, driver movement can disrupt the electrical connection to the seat-mounted inboard airbag system. This airbag system is supplemental and not required equipment under applicable Federal Motor Vehicle Safety Standards. If this occurs, the vehicle's driver information center will display a "Service Restraints System" message to the driver before resistance at the connection will prevent the deployment of the airbag.

Your satisfaction with your GM 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 GM dealer will verify that a diagnostic trouble code DTC code is present and replace the affected seat wiring harness connector assembly as necessary. This service will be performed for you at **no charge until December 31, 2022**. 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)
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
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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