

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5627  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 22, 2020

Subject: N202315510 - Customer Satisfaction Program  
Incorrect Trailering Label

Models: 2021 Chevrolet Tahoe  
2021 GMC Yukon

To: All General Motors Dealers

General Motors released Customer Satisfaction Program N202315510 on November 18, 2020. We are aware dealers are experiencing issues with ordering the labels for this field action through the GM 1Store. GM has taken steps to correct the issues dealers have been experiencing. Dealers should now be seeing improved timeliness in the fulfillment of orders through the 1Store.

Please note that the 1Store only has labels for vehicles that were in new/unsold dealer inventory at the launch of this field action bulletin. Labels for customer vehicles were shipped with the field action letters sent directly to the vehicle owner. Owner letters were sent on December 16<sup>th</sup>, and most owners should have already received their corrected labels.

The 1Store has been receiving orders without the VIN. These are VIN specific labels, and orders being placed without the VIN are being denied. Please note, when ordering this label in 1Store please provide VIN in the OverLimit Reason comment box. It must be the complete 17-digit VIN.

END OF MESSAGE  
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