

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5599
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 4, 2020

Subject: N202310850-01 - Customer Satisfaction Bulletin
Airbag Indicator Light Intermittent
Re-Opened VINs

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 released Customer Satisfaction Program N202310850 - Airbag Indicator Light Intermittent on Tuesday, December 1st. The bulletin was revised on Wednesday, December 2nd, removing the Diagnostic Trouble Code check from the service procedure and the 0.3hr labor code for diagnosis only with no repair. The repair labor code (9105432 – 0.8hr) remains valid.

We understand claims were submitted using the diagnostic-only labor code which then subsequently closed the field action in IVH. The diagnostic labor code is no longer valid as of today, December 4th. Any warranty claim submitted using the diagnostic-only code will reject and the IVH status will remain OPEN.

We now require that the repairs outlined in the service procedure of N202310850-01 be completed on 100% of the vehicle population. To ensure that all vehicles receive the full repair, any VIN that was closed using the 0.3hr diagnostic labor code will be re-opened in IVH. Impacted VINs will be updated in IVH from CLOSED to OPEN at approximately 5:30pm (EST) today.

We will **NOT debit** dealers for the 0.3hr diagnostic code for claims that have been previously submitted. Please follow the revised procedure and submit a new warranty claim as outlined in N202310850-01.

Our apologies for the confusion the release and revision of this bulletin has caused. We believe the change in direction to repair 100% of the vehicles is in the best interest of all current and future owners of our new full-size sport utility vehicles.

A list of VINs re-opened today in IVH is attached to this message for your reference

END OF MESSAGE
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