

2021 Corvette: Recall: #N212338110: Safety Recall - Airbag Light May Not Indicate Malfunction - (Jun 3, 2021)

#N212338110: Safety Recall - Airbag Light May Not Indicate Malfunction - (Jun 3, 2021)

Subject: N212338110 — Airbag Light May Not Indicate Malfunction

Models: 2021 Buick Envision
2021 Cadillac CT4
2021 Cadillac CT5
2021 Cadillac Escalade, Escalade ESV
2021 Chevrolet Corvette
2021 Chevrolet Suburban
2021 Chevrolet Tahoe
2021 GMC Yukon, Yukon XL

Release Date: June 2021

Revision: 00

Attention:

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

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.

Involved vehicles will be repaired either through dealer repairs as described in this bulletin or through over the air (OTA) programming. Dealers can and should perform the procedure in this bulletin on any vehicle with an “open” status on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management system. *Due to the fact that vehicles will be closed in IVH through successful OTA programming, dealers should always check the status in IVH before performing any vehicle repairs.*

<i>Make</i>	<i>Model</i>	<i>Model Year</i>		<i>RPO</i>	<i>Description</i>
		<i>From</i>	<i>To</i>		
Buick	Envision	2021	2021		
Cadillac	CT4				
Cadillac	CT5				
Cadillac	Escalade, Escalade ESV				
Chevrolet	Corvette				

Chevrolet	Suburban
Chevrolet	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

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2021 model year Buick Envision vehicles; Cadillac CT4, CT5, Escalade, and Escalade ESV vehicles; Chevrolet Corvette, Suburban, and Tahoe vehicles; and GMC Yukon and Yukon XL vehicles. A software problem exists in certain of these vehicles which would cause a sensing diagnostic module (SDM) communications fault to illuminate the airbag malfunction indicator lamp, but only on alternating ignition cycles. As a result, an SDM communications fault would not consistently illuminate the airbag light on every ignition cycle to indicate a problem to the driver. A driver might not be warned of an SDM loss of communication fault which might indicate a problem with airbag deployment. If airbags do not deploy

appropriately in a crash, there is an increased risk of injury in that crash.

Correction

GM will update the software in the vehicles' serial data gateway module. Owners who have accepted applicable terms and conditions will have the opportunity to accept these software changes using wireless over-the-air (OTA) technology without having to bring their vehicle to a dealership. Alternatively, owners may schedule to have the updates performed at a GM dealer.

Dealer Responsibility — For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly

schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility — All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall *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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall follow-up cards should not be used for this purpose, since the customer may

not as yet have received the notification letter.

In summary, 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 recall. 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 recall 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 recall on their vehicle.

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.

Online URL:

<https://www.corvetteactioncenter.com/tech/knowledgebase/article/2021-corvette-recall-n212338110-safety-recall-airbag-light-may-not-indicate-malfunction-jun-3-2021-1517.html>