

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6396
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 9, 2023

Subject: N222388911 - Safety Recall
Passenger Occupant Sensing

Models: 2023 Chevrolet Equinox
2023 GMC Terrain
Equipped with VENTILATED SEAT PASS-FRONT (RPO KU3)

To: All General Motors Dealers

General Motors is releasing Safety Recall N222388911 today. The total number of U.S. vehicles involved is approximately 9. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery December 09, 2022. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Customer Letter Mailing

The customer letter mailing will begin on January 23, 2023

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated January 9, 2023. A list of vehicles in dealer inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

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