

Customer Satisfaction Program

N202324240 Incorrect Front Floor Console



Release Date: March 2021

Revision: 00

Attention: This program is in effect until March 31, 2023.

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Acadia	2021	2021	WPL	Luxury Sales Package

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	Certain 2021 model year GMC Acadia vehicles were built with front floor consoles that are missing the switches for the front heated and ventilated seat, and the rear heated seat.
Correction	Dealers are to replace the front floor console.

Parts

Quantity	Part Name	Part No.
1	Front Floor Console	WPC869*

US Dealers: *The floor console can be obtained from the Warranty Parts Center (WPC) using the TSP Dealer Request Form located on Global Connect >Service Department >Service Forms Application >General Information tab >TSP Dealer Request Form. Instructions for submitting are on the form. Request **WPC869**.

It is estimated that only 34 involved vehicles will require a new front floor console. Due to the small number of vehicles anticipated that will require this repair, dealers are encouraged not to order this part for shelf stock.

Canada Dealers: Do not order the front floor console from the Warranty Parts Center (WPC). The front floor console will be shipped to involved dealers of record the week of March 8, 2021.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105627	Replace Front Floor Console	1.2	ZFAT	N/A

Service Procedure

Remove front floor console and replace with new front floor console. Refer to *Front Floor Console Removal and Installation* in SI.

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/repared 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 March 31, 2023. 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 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 March 31, 2023, 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.

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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).

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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March 2021

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2021 model year GMC Acadia may have been built with a front floor console that is missing the switches for the front heated and ventilated seat, and the rear heated seat.

Your satisfaction with your Acadia is very important to us, so we are announcing a program to fix this condition.

What We Will Do: Your GM dealer will replace the front floor console. This service will be performed for you at **no charge until March 31, 2023**. 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)
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 GMC Acadia provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N202324240

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5702
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 4, 2021

Subject: N202324240 – Customer Satisfaction Program
Incorrect Front Floor Console

Models: 2021 GMC Acadia
Equipped with Luxury Sales Package (RPO WPL)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N202324240 today. The total number of U.S. vehicles involved is approximately 30. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on March 26, 2021.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated March 5, 2021 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