

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6079
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 15, 2022

Subject: N222357790 - Customer Satisfaction Program
Incorrect Turn Signal Switch Installed

Models: 2022 Chevrolet Silverado 1500 LTD
2022 GMC Sierra 1500 Limited

To: Select General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222357790 today. The total number of U.S. vehicles involved is 5 and are all in dealer inventory. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated March 15, 2022. 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

Customer Satisfaction Program

N222357790 Incorrect Turn Signal Switch Installed



Release Date: March 2022

Revision: 00

Attention: This program is in effect until April 30, 2024.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500 LTD	2022	2022		
GMC	Sierra 1500 Limited				

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 2022 model year Chevrolet Silverado 1500 LD and GMC Sierra 1500 Limited vehicles may have been built with the incorrect turn signal switch installed.
Correction	Dealers are to inspect, and if necessary, replace the turn signal switch.

Parts

Quantity	Part Name	Part No.
1	SWITCH ASM-T/SIG	84924354

It is estimated that there are only 5 involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106196	Inspect Turn Signal Switch – No Further Action Required	0.2	ZFAT	N/A
9106197	Replace Turn Signal Switch (includes inspection)	1.0	ZFAT	N/A

Service Procedure



5997367

Customer Satisfaction Program

N222357790 Incorrect Turn Signal Switch Installed



1. Inspect the turn signal switch:
 - 1.1. If the turn signal switch DOES NOT have the automatic high beam button as shown above (1), continue to step 2.
 - 1.2. If the turn signal switch has the automatic high beam button as shown above (2), no further action is required.
2. Replace the turn signal switch. Refer to *Turn Signal Switch Replacement* 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/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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through April 30, 2024. 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, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through April 30, 2024, you must take the steps necessary to be sure the program correction has been made before selling or 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 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.

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.



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Voluntary Technician
Certification**