

Customer Satisfaction Program

N222360890 Incorrect Information in Owner Manual



Release Date: April 2022

Revision: 00

Attention: 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.

This program is in effect until April 30, 2024.

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Canyon	2022	2022	UEU	Forward Collision Alert

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 GMC Canyon vehicles, equipped with Forward Collision Alert (RPO UEU), are NOT equipped with Automatic Emergency Braking as stated in the Owner Manual.
Correction	Dealers will print and insert revised Owner Manual page. Revised Owner Manual insert will be mailed with customer letters.

Parts

There are no parts required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106274	Print and Insert revised page in the Owner Manual	0.1	ZFAT	N/A

Service Procedure

1. Print the appropriate language Owner Manual insert(s) for your service area. (See examples on next page.)
 - a. For US: English version.
 - b. For CA: English & French versions.
2. Locate the Owner Manual.
3. Insert revised page to the Owner Manual.



Insert to the 2022 GMC Canyon Owner's Manual

This information replaces the information under "Automatic Emergency Braking (AEB)" found in the Driving and Operating Section of the owner's manual.

If equipped, the AEB system may help avoid or reduce the harm caused by front-end crashes. AEB also includes Intelligent Brake Assist (IBA).



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Supplément du guide du propriétaire de GMC Canyon 2022

Cette information remplace l'information de la section « Freinage automatique d'urgence (AEB) », dans la section Conduite et fonctionnement, du guide du propriétaire.

S'il fait partie de l'équipement, le système AEB peut permettre d'éviter ou de réduire les dégâts consécutifs à des accidents par l'avant. L'AEB comprend également l'assistance intelligente au freinage (Intelligent Brake Assist/IBA).



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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.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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.

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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April 2022

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

Dear General Motors Customer:

We have learned that the Owner Manual in your 2022 model year GMC Canyon vehicle contains a minor error. This letter includes a corrected insert. Please take this update and insert it into your Owner Manual for future reference.

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.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
GMC	1-800-462-8782	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

We truly appreciate you taking the time to update 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 Canyon provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosure
N222360890

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6132
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 14, 2022

Subject: N222360890 - Customer Satisfaction Program
Incorrect Information in Owner Manual

Models: 2022 GMC Canyon Equipped with Forward Collision Alert (RPO UEU)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222360890 today. The total number of U.S. vehicles involved is approximately 6,645. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in early May, 2022.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated April 14, 2022. A list of involved vehicles in dealer new inventory is attached to this message.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS