

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6149
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 27, 2022

Subject: N222360010 - Customer Satisfaction Program
Dinghy Towing Owner Manual Incorrect Instructions

Models: 2022 Chevrolet Traverse

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222360010 today. The total number of U.S. vehicles involved is approximately 35,794. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on mid-May 2022.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated April 28, 2022, 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

Customer Satisfaction Program

N222360010 – Dinghy Towing Owner Manual Incorrect Instructions



Release Date: April 2022

Revision: 00

Attention: This program is in effect until May 31, 2024.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Traverse	2022	2022		

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 Traverse vehicles, may have incorrect instructions in the Owner Manual stating the vehicle cannot be dinghy towed.
Correction	Dealers will print and insert the revised Owner Manual page(s).

Parts

There are no parts required for this remedy.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106281	Print and insert revised page(s) 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 below).
 - a. For US: English version.
 - b. For Caribbean: English v2.
 - c. For CA: English & French versions.
 - d. For MX: Spanish version.
2. Locate the owner manual.
3. Insert revised page(s) in the Owner Manual.

Customer Satisfaction Program

N222360010 – Dinghy Towing Owner Manual Incorrect Instructions



English – US and Canada

Insert to the 2022 Chevrolet Traverse Owner's Manual

This information replaces the dinghy towing sub-heading information under Recreational Vehicle Towing found in the Vehicle Care Section of the owner's manual.

Dinghy Towing

Run the ignition of a vehicle that is being dinghy towed in the beginning of each day, and at each fuel stop for about five minutes to ensure proper lubrication of transmission components.

Caution

Too much or too little fluid can damage the transmission. Be sure that the transmission fluid is at the proper level before towing with all four wheels on the ground.



Litho in U.S.A.
Part No. 87835469

Caution

Do not tow a vehicle with the front drive wheels on the ground if one of the front tires is a compact spare tire. Towing with two different tire sizes on the front of the vehicle can cause severe damage to the transmission.

To dinghy tow:

1. Position the front of the vehicle being towed—with all four wheels on the ground—behind the towing vehicle.
2. Secure it to the towing vehicle.
3. Put the vehicle in N (Neutral).
4. Shut engine off (vehicle will remain in accessory mode).
5. Disconnect the negative (-) terminal connector from the 12-volt battery.
6. Close the hood of the vehicle.

Caution

If the vehicle is towed without performing each of the steps listed under "Dinghy Towing," the automatic transmission could be damaged. Be sure to follow all steps of the dinghy towing procedure prior to and after towing the vehicle.

Caution

If 105 km/h (65 mph) is exceeded while towing the vehicle, it could be damaged. Never exceed 105 km/h (65 mph) while towing the vehicle.

Once the destination is reached:

1. Shift the vehicle to P (Park).
2. Reconnect the negative (-) terminal connector to the 12-volt battery.
3. Start the engine and let it idle for more than three minutes before driving the vehicle.

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English v2 – Carribean

Insert to the 2022 Chevrolet Traverse Owner's Manual

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Dinghy Towing

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Litho in U.S.A.
Part No. 22CHEVTRAVINS1_ENCARI8

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Spanish - Mexico

Inserto al Manual del propietario Chevrolet Traverse 2022

Esta información reemplaza la información del sub-encabezado Arrastre en remolque bajo Remolque de vehículo recreativo que se encuentra en la sección Cuidado del vehículo del manual del propietario.

Arrastre en remolque

Opere la ignición de un vehículo que se va a arrastrar en remolque al inicio de cada día, y en cada paro para combustible durante aproximadamente cinco minutos para asegurar la lubricación adecuada de los componentes de la transmisión.

Precaución
Si el líquido es excesivo o insuficiente, la transmisión puede sufrir daños. Asegúrese de que el líquido de la transmisión esté en el nivel adecuado antes de remolcar el vehículo con las cuatro ruedas en contacto con el suelo.



Impreso en los EE.UU.
Número de parte 22CHEVTRAVINS1_ESMX

Precaución
No remolque un vehículo con las ruedas delanteras en la tierra si alguna de las llantas delanteras es una llanta de refacción compacta. El remolque de llantas de dos tamaños distintos en el frente del vehículo puede provocar daño severo a la transmisión.

Para el arrastre con remolque:

1. Coloque el frente del vehículo que se va a remolcar, con las cuatro ruedas en el suelo, detrás del vehículo de remolque.
2. Asegúrelo al vehículo de remolque.
3. Ponga el vehículo en N (Neutral).
4. Apague el motor (el vehículo permanecerá en modo de accesorios).
5. Desconecte el conector de la terminal negativa (-) de la batería de 12 voltios.
6. Cierre el cofre del vehículo.

Precaución
Si el vehículo se remolca sin realizar los pasos listados en "Arrastre en remolque", se podría dañar la transmisión automática. Asegúrese de seguir todos los pasos del procedimiento de remolque de lancha inflable antes y después de remolcar el vehículo.

Precaución
Si se exceden los 105 km/h (65 mph) cuando remolque el vehículo, podría dañarse. Nunca exceda los 105 km/h (65 mph) cuando remolque el vehículo.

Una vez que se llegue al destino:

1. Cambie el vehículo a P (estacionamiento).
2. Vuelva a conectar el conector de la terminal negativa (-) a la batería de 12 voltios.
3. Arranque el motor y permita su funcionamiento en marcha sin desplazamiento durante más de tres minutos antes de conducir el vehículo.

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French – Canada

Supplément au guide du propriétaire de Chevrolet Traverse 2022

Cette information remplace le remorquage pneumatique informations dans la section de remorquage récréatif, dans Entretien du véhicule, dans le guide du propriétaire.

Remorquage pneumatique

Mettez le contact d'un véhicule qui est remorqué à plat sur les quatre roues, au début de chaque jour et lors de chaque remplissage de carburant, pendant environ cinq minutes, afin d'assurer la lubrification correcte des composants de boîte de vitesses.

Attention
Un niveau de liquide trop élevé ou trop bas risque d'endommager la boîte de vitesse. Avant de remorquer le véhicule (Suite)



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Attention (Suite)
sur ses quatre roues, vérifier, et ajuster, le cas échéant, le niveau du liquide de la boîte.

Attention
Ne pas remorquer le véhicule avec les roues avant au sol si l'une de ces roues est une roue de secours compacte. Le fait de remorquer un véhicule dont les roues avant sont de taille différente risque d'endommager sérieusement la boîte de vitesses.

Pour remorquer avec une barre de remorquage :

1. Placer l'avant du véhicule remorqué, avec les quatre roues au sol, derrière le véhicule qui le tracte.
2. Le fixer au véhicule qui le tracte.
3. Sélectionner le point mort (N).

4. Couper le moteur (le véhicule reste en mode d'alimentation des accessoires).
5. Débrancher la cosse négative (-) de la borne de batterie 12 volts.
6. Fermer le capot du véhicule.

Attention
Si le véhicule est remorqué sans effectuer toutes les étapes décrites dans la rubrique « Remorquage pneumatique », la boîte de vitesses automatique peut être endommagée. S'assurer de suivre toutes les étapes de la procédure de remorquage pneumatique du début à la fin.

Attention
Si vous dépassez 105 km/h (65 mi/h) pendant le remorquage de votre véhicule, il pourrait subir des dégâts. Ne jamais dépasser 105 km/h (65 mi/h) lors du remorquage de votre véhicule.

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Une fois à destination :

1. Mettre la boîte de vitesses en position de stationnement (P).
2. Rebrancher la cosse négative (-) sur la batterie 12 volts.
3. Faire démarrer le moteur et le laisser tourner au ralenti pendant plus de trois minutes avant de rouler.

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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, 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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. 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 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 Satisfaction Program

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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**

Customer Satisfaction Program

N222360010 – Dinghy Towing Owner Manual Incorrect Instructions



May 2022

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

Dear General Motors Customer:

We have learned that your 2022 model year Chevrolet Traverse may have incorrect instructions in the owner manual stating the vehicle cannot be dinghy towed.

Your satisfaction with your Chevrolet Traverse is very important to us, so we are announcing a program to correct this issue.

What We Will Do: A replacement owner manual insert, describing the correct Dinghy towing procedure is included with this letter.

What You Should Do: Find the enclosed replacement owner manual insert. Add the insert to the vehicle owner manual and keep them with your vehicle 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)
Chevrolet	1-800-222-1020	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 owner manual 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 Chevrolet Traverse vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosure
N222360010