

Customer Satisfaction Program

N222367510 Incorrect Accessory Exhaust



Release Date: July 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 July 31, 2024.

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Sierra 1500	2022	2022	WBC	Accessory Exhaust Upgrade

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 Sierra 1500 vehicles, equipped with Accessory Exhaust Upgrade, (RPO WBC), may cause damage to the rear fascia.
Correction	Dealers will replace the exhaust, and if necessary, replace the rear fascia, parking sensor and wiring if damaged. Dealers will also issue a refund check since no accessory exhaust upgrade is available at this time.

Parts

Quantity	Part Name	Part No.
1	Pipe Assembly – Rear Exhaust	85537497
1	Muffler Assembly – Rear Exhaust	85537498
1	Exhaust Gasket	22816982
2	Nut – Exhaust System	11588835
1	Rear Fascia	84574366
1	Harness Assembly – RR Park Sensor	86807474
4	Sensor Assembly – RR Part Sensor	84586217
4	Ring – Park Assist Alarm Sensor	13598576

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which parts to order.

Due to the small number of vehicles involved, (36), and due to limited initial parts availability, dealers are encouraged not to order program parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace damaged parts.

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
9106381	Inspect Rear Fascia and Replace Exhaust Add: Replace + Paint Rear Fascia Add: Tri-Coat	1.5 3.5 0.1	ZFAT	*
9106382	Customer Reimbursement Approved	N/A		**

Note: To avoid having to “H” route the customer reimbursement transaction for wholesale approval, it must be submitted prior to the repair transaction.

* The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A Dealer net price for Paint and Supplies needed to perform the required repairs, not to exceed \$130.25 USD, \$174.76 CAD, plus applicable Mark-Up or Landed Cost (for Export).

** Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. The amount identified in Net Item is the \$1,895.00 (USD) \$2,370.00 (CAD) dealer check issued to a customer. Record the check number in the Invoice Number field. Record the VIN on the check. Submit \$20.00 (USD), \$24.00 (CAD) administrative allowance in Net/Admin Allowance.

Customer Satisfaction Program

N222367510 Incorrect Accessory Exhaust



Service Procedure

1. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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2. Inspect the rear fascia near the exhaust for evidence of damage as shown.
 - a. If damage is found to the rear fascia OR the rear park assist sensors or associated wiring harness, replace the entire rear fascia and impact bar. Refer to *Rear Bumper Impact Bar Replacement* in SI.
 - b. If any of the rear park assist sensors or associated wiring harness is damaged (or potentially compromised), then replace the affected park assist sensors and wiring. Refer to *Parking Assistance System* in SI.
 - c. If no damage is found, proceed directly to step 3.
3. Replace the exhaust. Refer to *Exhaust Muffler Replacement* and *Exhaust Rear Pipe Replacement* in SI.
4. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* 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 July 31, 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 July 31, 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 USA & Export

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

Customer Satisfaction Program

N222367510 Incorrect Accessory Exhaust



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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N222367510 Incorrect Accessory Exhaust



July 2022

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

We have learned that your 2022 model year GMC Sierra 1500 may have been equipped with an accessory exhaust upgrade that may cause damage to the rear fascia.

Your satisfaction with your GMC Sierra 1500 is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM Dealer will replace the exhaust, and if necessary, replace the rear fascia, parking sensor and wiring if damaged. They will also issue a refund check for \$1895.00. This service will be performed for you at **no charge until July 31, 2024**. 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 and begin the reimbursement process. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Please provide this customer letter, your driver's license, and your vehicle registration to present to the dealer in order to receive your reimbursement check.

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 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 Sierra 1500 provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N222367510

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6207
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 5, 2022

Subject: N222367510 - Customer Satisfaction Program
Incorrect Accessory Exhaust

Models: 2022 GMC Sierra 1500
Equipped with Accessory Exhaust Upgrade (RPO WBC)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222367510 today. The total number of U.S. vehicles involved is approximately 21. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in mid-July, 2022.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated July 5, 2022. There are no vehicles in dealer new inventory. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS