

# Customer Satisfaction Program

## N212354520 Heated Vented Seats Retrofit Due to Chip Shortage - Front Seats Only



Release Date: September 2022

Revision: 00

**Attention:** This program is in effect until November 30, 2025.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Enclave	2022	2022		
Buick	Encore GX	2022	2023		
Cadillac	CT4	2022	2023		
Cadillac	CT5	2022	2023		
Chevrolet	Camaro	2022	2022		
Chevrolet	Colorado	2022	2022		
Chevrolet	Equinox	2022	2022		
Chevrolet	Malibu	2022	2022		
Chevrolet	Trailblazer	2022	2023		
GMC	Acadia	2022	2022		
GMC	Canyon	2022	2022		
GMC	Terrain	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.

<b>Condition</b>	Due to the industry-wide semiconductor shortage, the front heated/ventilated seats, front heated seats, or rear heated seats are not functional on certain 2022-2023 model year vehicles listed above, built beginning November 15, 2021. The affected vehicle owners should have been made aware of the condition at sale, and notified that once parts are available, they would be eligible for a no additional cost retrofit to enable the feature.
<b>Correction</b>	Dealers are to replace the front seat heater control module, reprogram the body control module and on some vehicles, reprogram the HVAC control module.

### Parts

Quantity	Part Name	Part No.
1	Front Seat Heater Vent Control Module	*

**\*Warning: To avoid potential personal injury and/or part damage, the EPC and VIN MUST BE USED to order the correct part.**

**Important:** Due to limited initial parts availability, dealers should not order parts included in this field action for use as shelf stock. Parts should only be ordered when the dealer has confirmed and validated the customer has a scheduled appointment with the service department.

Parts required to complete this repair are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. **Order parts on a CSO = Customer Special Order only.** DRO's may be cancelled. Place the VIN # in the notes field of the order. If there is no VIN in the notes field your order may be cancelled. Please **do not place orders as SPAC**; it will delay shipment of the order and will not provide visibility.

**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.

**For Export:** Please contact CCA's Export Order Fulfillment group to place the order on your behalf.

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## Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106334*	Install Front Seat Heater Vent Control Module, Reprogram BCM and HVAC Control Module Acadia Enclave	1.2 1.0	ZFAT	N/A
9106335*	Install Front Seat Heater Vent Control Module and Reprogram BCM CT5 Camaro Encore GX Trailblazer Equinox CT4 Terrain Canyon Colorado Malibu	0.8 0.8 0.7 0.7 0.9 0.9 0.9 1.0 1.0 1.0	ZFAT	N/A

**Important:** \* To avoid warranty transaction rejections, carefully read and follow the instructions below:

Labour Time [\[Top\]](#)

Labour Operation Code:

Additional labour op code information:

SPS Warranty Claim Code:

- The Warranty Claim Code from the programming event must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

## Warranty Claim Code Information Retrieval

VIN	Module	Function	Warranty Claim Code	Job Card
██████████	K73 - Telematics Communication Interface Control Module	Programming & Service Activation	██████████	test
██████████	K9 - Body Control Module	Programming	██████████	test
██████████	K5 - Automatic Level Control Module Ignition	Off	██████████	test driver
██████████	K56 - Serial Data Gateway Module	Programming	██████████	test driver

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If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

**Required - Front Seat Heater Vent Control Module Serial Number Recording for all markets except Canada, US, and Mexico**

**IMPORTANT: \* (TECHNICIAN and WARRANTY ADMINISTRATOR) SERIAL NUMBER RECORDING REQUIREMENT.** The replacement Front Seat Heater Vent Control Module serial numbers must be captured by the technician and recorded on the job card. The Warranty Administrator **MUST** enter the replacement Front Seat Heater Vent Control Module serial numbers in GWM (Global Warranty Management) or in DMS (Dealer Management System). Enter the serial number of the **replacement** Front Seat Heater Vent Control Modules in the '**General Comments**' comments section. Failure to enter this serial number will cause the claim to reject.



**Record the serial number on the front seat heater vent control module labels.**

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### Pricing Requested [\[Top\]](#)

Labour	to be calculated
Parts	to be calculated
Parts Handling	to be calculated
Net Item Total	to be calculated
Taxes - Labour	to be calculated
Taxes - Parts	to be calculated
Taxes - Net Items	to be calculated
Taxes - Deductible	to be calculated
Taxes Total	\$
Customer/Service Agent Participation Amount	<input type="text"/>
Transaction Total (USD)	to be calculated

### Authorization/Comments Section [\[Top\]](#)

General Comments

Comments

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### Required – Front Seat Heater Vent Control Module Number Recording for Canada, US, and Mexico

The replacement front seat heater vent control module requires the serial number be recorded. A new process called Replacement Part Traceability (RPT) is being used with this retrofit/Cust Satisfaction Program.

#### Overview of RPT

Replacement Part Traceability (RPT) is a new dealer process to document and track critical part serial numbers via the Certified Service Mobile Toolbox (CSMT) application. A field action, service bulletin, or other communication will be issued any time there is a request for technicians to complete an RPT submission. Only critical parts will require an RPT, not every part replacement.

Submitting an RPT request is done using the RPT tool within the CSMT app. Technicians simply scan the VIN of the vehicle and the traceability barcode (barcode or QR code) of the new part being installed on the vehicle. Once scanned, the information is submitted through the CSMT app and stored in a GM database. That's the end of the process.

The free CSMT app, which also includes the Field Product Reporting and Pre-Repair Authorization tools, is available on the Google Play Store (Android devices) and the App Store (Apple devices).

By scanning critical part numbers using the Replacement Part Traceability function, GM will be able to reference replaced parts in the future. The exact parts that are on a vehicle will be known, even after a service part replacement.

The RPT process also simplifies the repair and claim submission processes. It eliminates the need of having technicians write down the 16-character serial number on the job card and for warranty administrators to input the serial number into GWM or DMS.

Refer to [TSB 22-NA-070](#) for specific information on downloading the App to your mobile phone, how to use/submit the new part serial number/QR code information and other related Q and A.

**IMPORTANT:** A new version (3.6) of the Certified Service Mobile Toolbox (CSMT) app for Replacement Part Traceability (RPT) will be available to download on August 8, 2022. This update includes enhanced QR/barcode scanning functionality and minor bug fixes. If you do not have your device programmed to automatically update apps, you must download the latest version no later than **August 22, 2022**. All users must perform this update to be able to continue to use the tools provided in the application.

#### HOW TO CHECK THE VERSION OF YOUR OPERATING SYSTEM

- Apple: Settings/General/About/Software Version
- Android: Settings/About Phone/Software Information/Android Version

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Front Seats Only



If the App is already loaded to your phone, simply:

1. Scan the VIN (door pillar QR code or windshield VIN barcode) and
2. Scan the new part (QR code) and
3. Check the information and if correct then, Submit.

Failure to submit this serial number by RPT may cause the claim to reject.

### Service Procedure

**Important: Service Agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.**

1. Remove the existing front seat heater vent control module. Refer to *Front Seat Heater Vent Control Module Replacement* in SI. Discard the remove module.

**Warning: To avoid potential personal injury and/or part damage, the EPC and VIN MUST BE USED to order the correct part.**

2. Record the serial number of the new seat heater vent control module (see instructions above).
3. Install the new service front seat heater vent control module. Refer to *Front Seat Heater Vent Control Module Replacement* in SI.

**Note:** Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

**Important:** The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

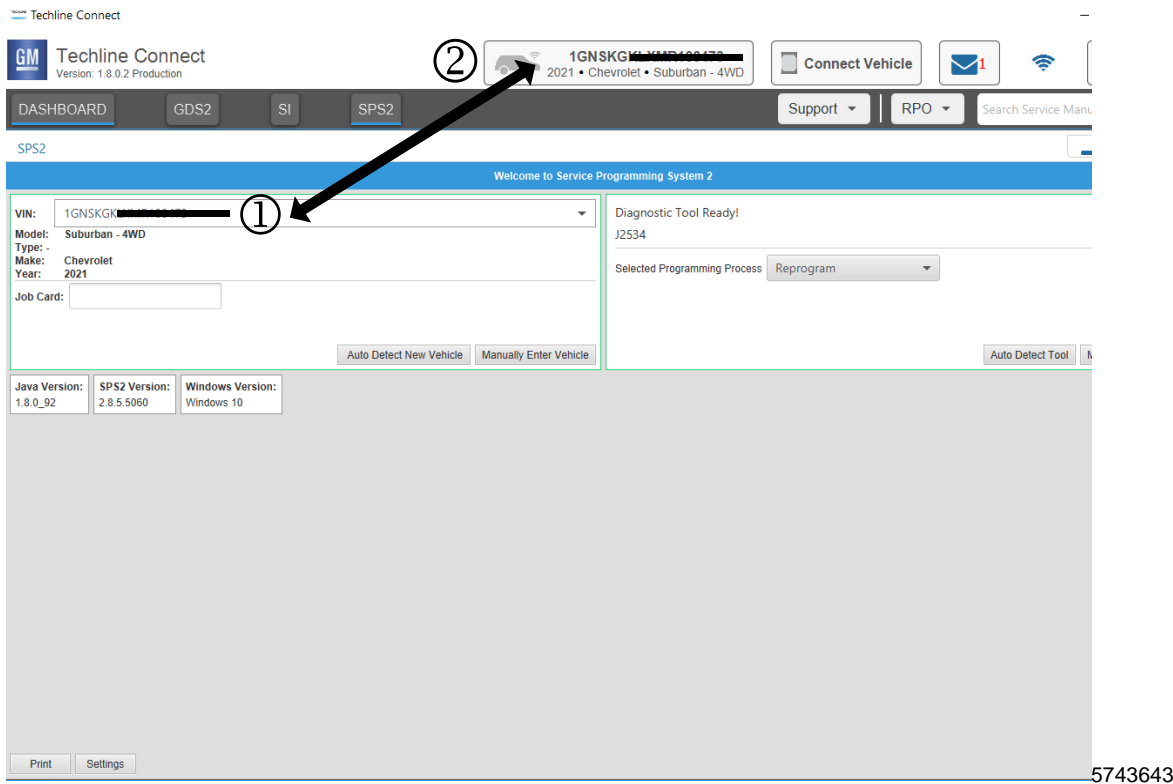
# Customer Satisfaction Program

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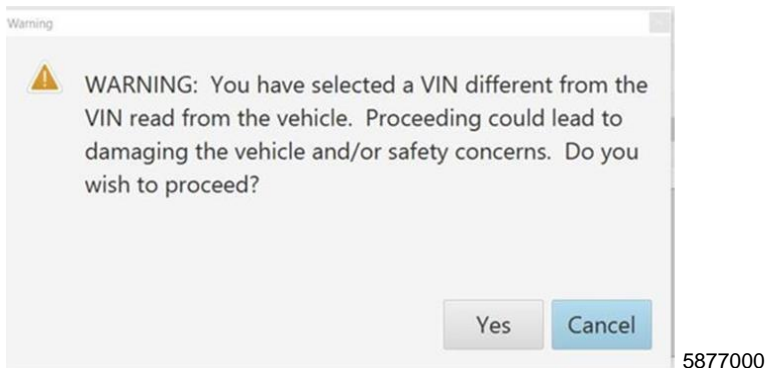


- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.

**Caution:** Be sure the VIN selected in the drop-down menu (1) is the same as the vehicle connected (2) before beginning programming.



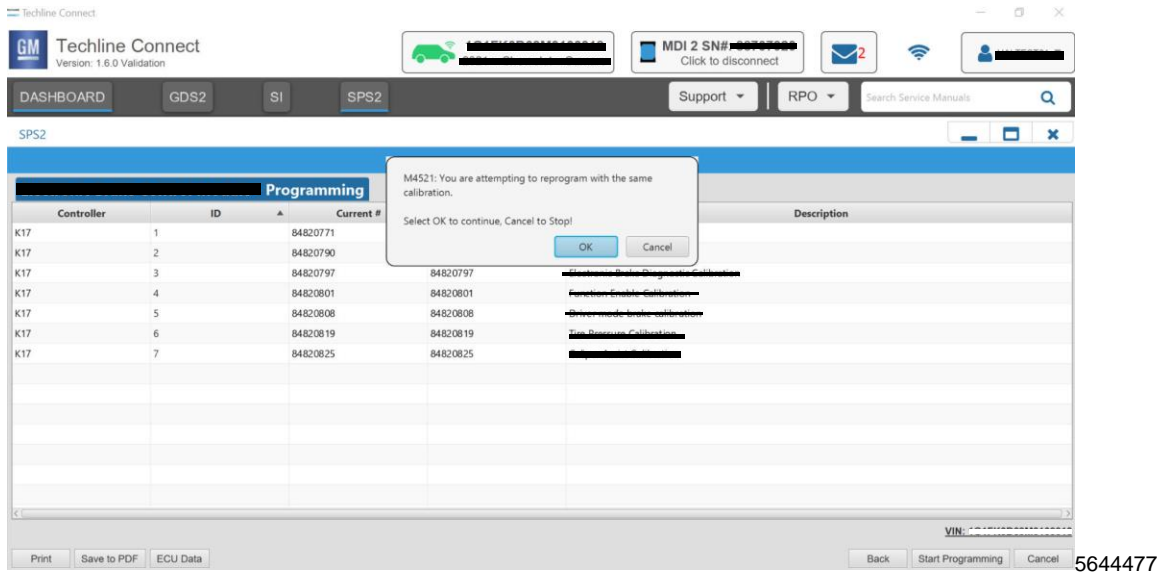
**Important:** If the vehicle VIN DOES NOT match, the message below will be shown.





# Customer Satisfaction Program

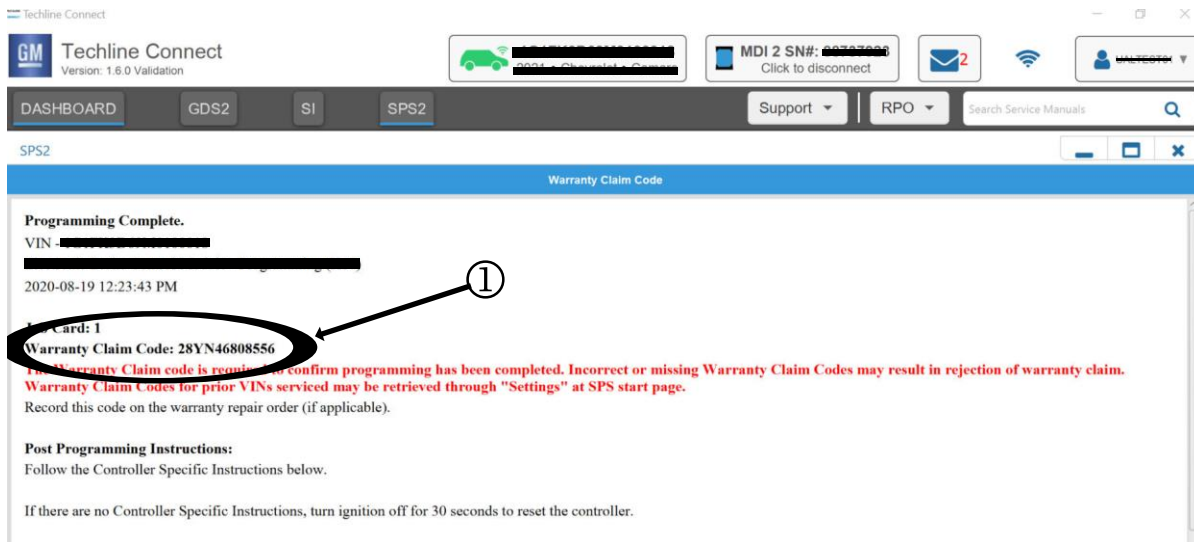
## N212354520 Heated Vented Seats Retrofit Due to Chip Shortage - Front Seats Only



**Important:** Techline Connect screens shown above.

**Important:** If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

4. Reprogram the body control module. Refer to *K9 Body Control Module: Programming and Setup* in SI.
  - **Acadia and Enclave only.** Reprogram the HVAC Control Module. Refer to *HVAC Control Module Reprogramming with SPS* in SI.



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**Note:** The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

**Important:** To avoid warranty transaction rejections, you MUST record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

5. Record SPS Warranty Claim Code on job card for warranty transaction submission.

**Note:** If a heated seat related DTC is present, refer to SI for diagnostic and repair information.

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6. Before removing scan tool, verify proper operation of heated seats by pressing heated seat buttons and checking for DTCs.

### 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 November 30, 2025. 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 November 30, 2025, 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 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).

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.





# Customer Satisfaction Program

## N212354520 Heated Vented Seats Retrofit Due to Chip Shortage - Front Seats Only



This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

Our records indicate that, at the time you purchased or leased your GM vehicle, the vehicle was not equipped with some of its intended features due to a nationwide parts shortage.

We are pleased to inform you that your GM dealer is now ready to enable your front heated seats or front heated/ventilated seats. However, due to continued parts shortages, your vehicle may have additional features that will require service at a later date in order to be enabled. We will contact you once parts are available to enable those features in your vehicle.

Please note, if your vehicle is intended to be equipped with ventilated seats, an additional visit to your dealer may be needed to enable this feature.

**What We Will Do:** Your GM dealer will install the required parts and software in your vehicle to enable your front heated seats or front heated/ventilated seats. This service will be performed for you at **no charge until November 30, 2025**.

**What You Should Do:** We recommend that you contact your GM dealer as soon as possible to schedule an appointment for this retrofit.

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)
Buick	1-800-521-7300	711 / 1-800-833-2438
Cadillac	1-800-333-4223	711 / 1-800-833-2438
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
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 appreciate your patience while we continue to work to obtain the necessary parts to enable these features in your GM vehicle. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you with many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

N212354520

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6278  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 15, 2022

Subject: N212354520 - Customer Satisfaction Program  
Heated Vented Seats Retrofit Due to Chip Shortage  
Front Seat Heater Vent Module and Programming

Models: 2022 Buick Enclave  
2022-2023 Buick Encore GX  
2022-2023 Cadillac CT4  
2022-2023 Cadillac CT5  
2022 Chevrolet Camaro  
2022 Chevrolet Colorado  
2022 Chevrolet Equinox  
2022 Chevrolet Malibu  
2022-2023 Chevrolet Trailblazer  
2022 GMC Acadia  
2022 GMC Canyon  
2022 GMC Terrain

To: All General Motors Dealers

General Motors is pleased to announce another launch of the Heated Vented Seat retrofit process and is releasing Customer Satisfaction Program N212354520 today. The total number of U.S. vehicles involved is 198,032. Please see the attached bulletin for details.

N212354520 retrofits vehicles that require parts and programming for the front heated/ventilated seats or front-heated seats.

Due to limited initial parts availability, dealers should not order parts included in this field action for use as shelf stock. Parts should only be ordered when the dealer has confirmed and validated the customer has a scheduled appointment with the service department. Specific VINS will be required to determine the correct part to order in the Electronic Parts Catalog (EPC).

The Heated Vented Seat retrofit will be executed under six separate bulletins (N212354520 to N212354525). Please see chart below.

- The six bulletins are separated by the parts and programming required by trim level and model.
- Based on parts availability, some of the six bulletins will launch in phases by model.

- Each VIN requiring a Heated Vented Seat retrofit will be included in one of the six bulletins.
- It is critical to verify the VIN in IVH to confirm the correct retrofit bulletin is followed prior to ordering parts or performing repairs.

Bulletin	Retrofit
N212354520	Front Seat Heater Vent Module and Programming
N212354521	Front Seat Heater Vent Module, Switches and Programming
N212354522	Front Seat Heater Vent Module, Rear Seat Heater Module and Programming
N212354523	Front Seat Heater Vent Module, Rear Seat Heater Module, Switches and Programming
N212354524	Rear Seat Heater Module and Programming
N212354525	Rear Seat Heater Module, Switches and Programming

The remaining retrofit Customer Satisfaction Programs, beyond the Heated Vented Seats, will occur in phases over the next several months once parts become available. You will receive notification when they begin.

**Customer Letter Mailing**

The customer letter mailing for the first phase of N212354520 will begin on September 22, 2022.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated September 15, 2022. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS