

Customer Satisfaction Program

N222384660 Driver's Side Seat Cushion Ventilation Blowers Incorrect Build



Release Date: November 2022

Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Sierra 2500HD/3500HD	2023	2023	KQV	HEATER-SEAT, VENTED, FRT

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 2023 model year GMC Sierra 2500HD/3500HD vehicles, equipped with ventilated seats (RPO KQV), may have been built with a non-functional driver's seat cushion ventilation blower.
Correction	Dealers are to replace the non-functional driver's seat cushion ventilation blower with a functioning assembly.

Parts

Quantity	Part Name	Part No.
1	BLOWER ASM-F/SEAT CUSH VENTILATION	13544900

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 recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order. A quantity limiter may be in effect.

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
9106552	Replace Left Front Seat Cushion Ventilation Blower	0.5	ZFAT	N/A

Service Procedure

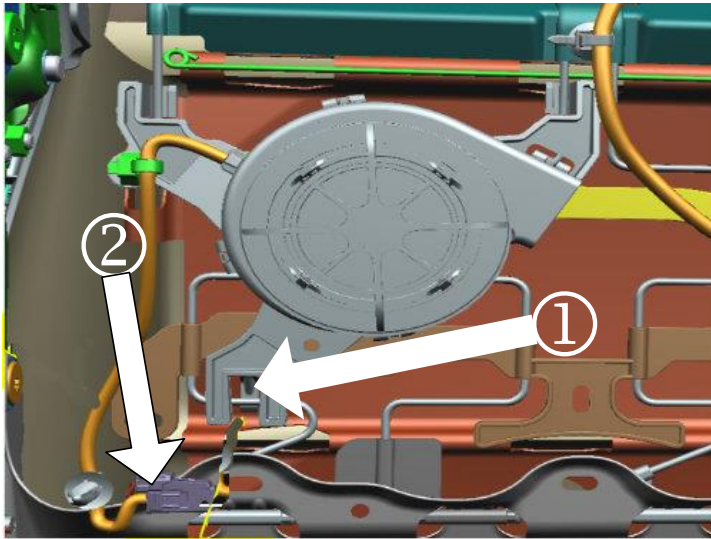
OVERVIEW: These vehicles were manufactured with a non-functional left front seat cushion vent blower assembly. The following steps instruct the dealer to remove and discard the non-functional vent blower and install a functioning assembly.

Note: It is not necessary to remove the seat from the vehicle.

1. Reposition the left front seat to the full up position.

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Wiring Harness Electrical Connector (2) Vent Blower Assembly Release Tab (1)

2. Disconnect and reposition the left seat cushion vent fan wiring harness as necessary (2).



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3. Release the retainer tab (1) and separate the front seat cushion vent fan from the left front seat vent fan mats.
4. Remove and discard the non-functional left front seat cushion vent blower assemblies.
5. Install the new left seat cushion vent blower assemblies. Seat the retaining tabs securing the front seat cushion ventilation blower (1) to the front seat vent fan mat.
6. Reconnect and reposition the left seat cushion vent fan wiring harness as necessary.
7. Place the left front seats back to the original position.

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.

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Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through December 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 December 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 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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December 2022

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

Dear General Motors Customer:

We have learned that your 2023 model year GMC Sierra 2500HD/3500HD may have been built with a non-functional driver's seat cushion ventilation blower.

Your satisfaction with your Sierra 2500HD/3500HD 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 non-functional driver's seat cushion ventilation blower with a functioning assembly. This service will be performed for you at **no charge until December 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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

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 Sierra 2500HD/3500HD provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N222384660

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6343
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 22, 2022

Subject: N222384660 - Customer Satisfaction Program
Driver's Side Seat Cushion Ventilation Blowers Incorrect Build

Models: 2023 GMC Sierra 2500HD/3500HD
Equipped with Ventilated Seats (RPO KQV)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222384660 today. The total number of U.S. vehicles involved is 16. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin early December 2022.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated November 22, 2022. A Stock VIN list is not included as our records show 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