

Customer Satisfaction Program

N222379652 Hood Insulators Retrofit



Release Date: December 2022

Revision: 00

Attention: This program is in effect until December 31, 2025.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Enclave	2023	2023	R8V	CREDIT - NOT EQUIPPED W/ HOOD INSULATOR; INCLUDES LATER RETROFIT
Chevrolet	Camaro	2022	2023		
Chevrolet	Colorado	2022	2022		
Chevrolet	Silverado 1500 New	2022	2023		
Chevrolet	Silverado 2500HD/3500HD	2022	2023		
Chevrolet	Traverse	2022	2023		
GMC	Canyon	2022	2022		
GMC	Sierra 1500 New	2022	2023		
GMC	Sierra 2500HD/3500HD	2022	2023		

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 vehicles listed above were manufactured and shipped to the dealer without the hood insulator.
Correction	Dealers are to install the hood insulator.

Parts

Quantity	Part Name	Part No.
1	Hood Insulator	84182769
1	Hood Insulator	84182767
1	Hood Insulator	84182768
1	Hood Insulator	84391125
1	Hood Insulator	23165698
1	Hood Insulator	84542958
1	Hood Insulator	84182770
1	Hood Insulator	84391124
1	Hood Insulator	84391123
1	Hood Insulator	84378092
1	Hood Insulator	84108317
1	Hood Insulator	85110624
8	Hood Insulator Retainer	20064875
8	Hood Insulator Retainer	11611677

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which part to order as they are color parts. These parts should not be ordered as shelf stock.

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
9106563	Install Hood Insulator	0.2	ZFAT	N/A

Service Procedure

Install hood insulator. Refer to *Hood Insulator Replacement* 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.

Customer Satisfaction Program

N222379652 Hood Insulators Retrofit



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 December 31, 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 December 31, 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.

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

N222379652 Hood Insulators Retrofit



December 2022

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 a hood insulator.

We are pleased to inform you that you are now able to schedule an appointment with your GM dealer so they can install your hood insulator.

What We Will Do: Your GM dealer will install the hood insulator. This service will be performed for you at **no charge until December 31, 2025**. After that, any applicable warranty will apply.

What You Should Do: We recommend that you contact your GM dealer as soon as possible to schedule an appointment for this retrofit. By scheduling an appointment, your dealer can order the necessary parts to 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)
Buick	1-800-521-7300	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 truly appreciate you taking the time to retrofit 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 GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N222379652

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6354
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 5, 2022

Subject: N222379652 - Customer Satisfaction Program
Hood Insulators Retrofit with RPO R8V

Models: 2023 Buick Enclave
2022-2023 Chevrolet Camaro
2022 Chevrolet Colorado
2022-2023 Chevrolet Silverado 1500 New
2022-2023 Chevrolet Silverado 2500HD/3500HD
2022-2023 Chevrolet Traverse
2022 GMC Canyon
2022-2023 GMC Sierra 1500 New
2022-2023 GMC Sierra 2500HD/3500HD

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222379652 today. The total number of U.S. vehicles involved is approximately 31,000. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin mid-late December 2022.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 5, 2022. A list of vehicles in dealer inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS