

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6366  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 12, 2022

Subject: N222368920 - Customer Satisfaction Program  
Camper Loading Information Label

Models: 2022 Chevrolet Silverado 2500HD/3500HD  
2022 GMC Sierra 2500HD/3500HD

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222368920 today. The total number of U.S. vehicles involved is approximately 220. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on December 27, 2022.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 12, 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

# Customer Satisfaction Program

## N222368920 Camper Loading Information Label



Release Date: December 2022

Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500HD/3500HD	2022	2022		
GMC	Sierra 2500HD/3500HD				

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>	Certain 2022 model year Chevrolet Silverado 2500HD/3500HD and GMC Sierra 2500HD/3500HD vehicles may have a camper loading information label that is improperly printed.
<b>Correction</b>	Because this label can easily be installed by the customer, and to reduce their inconvenience, labels and installation instructions will be mailed to customers of record. Dealers will replace the label on inventory units.

### Parts

Quantity	Part Name	Part No.
1	Camper Label	85637822

An initial supply of Camper labels will be pre-shipped to involved customers of record. This pre-shipment is scheduled to begin and conclude the week of December 12, 2022, and will be approximately 100% of each customer's involved vehicles in record. It is estimated that only 254 involved vehicles will require a new Camper label. **Do not order this label for shelf stock.**

For vehicles in dealer inventory or if you have a customer that has lost, ripped or destroyed a label and needs to replace it, please reorder through GM CCA. Use part 85637822 place as a CSO, make sure to insert the VIN in the notes field. If you do not supply the VIN # or the VIN doesn't require this label the order will be cancelled. Your order will write to backorder review until the VIN has been verified. You will receive a cancelled order message if no VIN or if VIN doesn't have the correct application.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106429	Camper Label Removal and Replacement	0.2	ZFAT	N/A

### Service Procedure

**Important:** Do NOT place NEW label over existing label.



# Customer Satisfaction Program

## N222368920 Camper Loading Information Label



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1. Remove the misprinted camper label (shown above in glove box) and any residue using isopropyl alcohol and dry with clean, lint free cloth. Receiving surface **MUST** be clean, dry and free of any contaminants.

**TRUCK CAMPER LOADING INFORMATION** 

THIS INFORMATION IS FURNISHED TO INDICATE THE MANUFACTURER'S RECOMMENDATION REGARDING THE USE OF A SLIDE - IN CAMPER WITH THIS TRUCK AS MANUFACTURED.

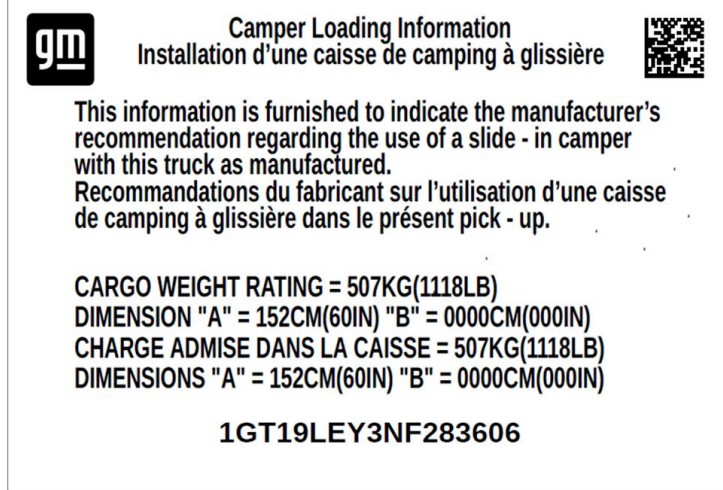
CARGO WEIGHT RATING = 1183KG(2607LB)  
DIMENSION "A" = 137CM(54IN) "B" = 102CM(40IN)

**1GC4YPEY0NF101383**

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# Customer Satisfaction Program

## N222368920 Camper Loading Information Label



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2. Firmly hold the new label (example of a correctly printed label above for both US and Canada) and peel protective liner from the back side, being careful not to touch or contaminate the adhesive with dirt or foreign matter.
3. Carefully align new label to the surface. Press firmly and smooth out entire label ensuring corners are fully adhered.

### 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, 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 November 30, 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.

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### **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).

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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

## N222368920 Camper Loading Information Label



December 2022

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

Dear General Motors Customer:

We have learned that your 2022 model year Chevrolet Silverado 2500HD/3500HD or GMC Sierra 2500HD/3500HD may have a camper loading information label that is improperly printed.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to correct this condition.

**What We Will Do:** Your updated label is included with this letter. To reduce your inconvenience, you can install the label easily by following the enclosed instructions. If you desire, however, you may take the label to your dealer for installation. This service will be performed for you at **no charge**. After that, any applicable warranty will apply.

**What You Should Do:** You should install your updated label. If you would like your dealer to install the label, you should contact your General Motors dealer as soon as possible to schedule an appointment for this repair. Bring the label with you when you visit your dealer.

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
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 GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

Enclosure  
N222368920