

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6379
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 16, 2022

Subject: Update regarding Customer Satisfaction Program for Heated Vented Seats Retrofit impacted by Noncompliance Recall N222386380

Models: Various Makes and Models

To: All General Motors Dealers

It has come to our attention that some vehicles involved in the heated vented seat retrofit may also be involved in Noncompliance recall N222386380. If the OTA update is completed prior to the heated vented seat retrofit, the customer may notice the heated vented seat switch now illuminates. This OTA update does not restore the heated vented seat functionality. Completion of Customer Satisfaction Program N212354520 through N212354525 are necessary to restore the functionality of the heated vented seats.

We encourage working with customers to schedule appointments to complete this important Customer Satisfaction Program. Please verify a VIN's involvement in these field actions by checking in IVH. IVH is the best source for individual VIN inquiries.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS