

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6387  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 23, 2022

Subject: Update: N222379652-01 - Customer Satisfaction Program  
Hood Insulators Retrofit with RPO R8V  
New Vehicle Inventory Update

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

Due to a current backorder situation and inclement weather affecting a large portion of the nation, vehicles in dealer inventory will be temporarily suspended in Investigate Vehicle History (IVH). IVH will be manually changed from an "Open" status to a "Closed" status. The detail screen in IVH will indicate that the IVH status will reopen on January 4<sup>th</sup>. Impacted vehicles without an Open field action may be delivered to the customer after signing the acknowledgement form.

Please hold all claims for VINs that were manually closed until January 4<sup>th</sup>.

Customer appointments should not be scheduled until parts are received.

**Global Warranty Management (GWM)**

The Required Field Action section on the IVH screen will be updated to display a "Closed" status for the impacted new dealer inventory VINs on December 23, 2022.

END OF MESSAGE

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