

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6373  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 5, 2023

Subject: N222387730 - Customer Satisfaction Program  
Incorrect Accessory Wheel Lock Kit Installed on Vehicles

Models: 2022 Chevrolet Colorado  
Equipped with 17" Ultra Steel Wheels (RPO RAP)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222387730 today. The total number of U.S. vehicles involved is approximately 300. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin January 19, 2023.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated January 5, 2023. 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

# Customer Satisfaction Program

## N222387730 Incorrect Accessory Wheel Lock Kit Installed on Vehicles



Release Date: January 2023

Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Colorado	2022	2022	RAP	WHEEL-17 X 8.0, J, STEEL, DESIGN 1

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 Colorado vehicles built with 17" Ultra Steel Wheels (RPO RAP) may have a condition where the incorrect accessory wheel locks were installed.
<b>Correction</b>	Dealers are to replace the incorrect accessory wheel lock kit (part number 85105307) with the correct accessory wheel lock kit (part number 85632231).

### Parts

Quantity	Part Name	Part No.
1	Accessory Wheel Lock Kit	85632231

This part is a LPO Accessory Part. **Please order as a CSO and use ORDER CNTL # Recall on your order. If you do not use the use Recall as the PO/Cust order # your order will be cancelled.** There are Reviews on the part so all orders will write to BO for a brief time until your order is verified as a Recall, then it will be released and shipped. Again, if it isn't placed correctly, it will be cancelled and it will be cancelled with a LPO cancel message as this is a LPO only part. This is the only message you will receive with the correct way to place the order.

Due to the small number of VINs involved, please do not order for shelf stock.

This part ships in a pack of 4 pieces. The vehicle fix will take 4 pieces.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106573	Replace Accessory Wheel Locks	0.4	ZFAT	N/A

### Service Procedure

1. Remove installed wheel locks from each wheel. Discard wheel locks and key.
2. Install a new accessory wheel lock on each wheel and torque to 190 Nm (140 lb ft).
3. Place new accessory wheel lock key in customers glove box.

### 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 January 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.

# Customer Satisfaction Program

## N222387730 Incorrect Accessory Wheel Lock Kit Installed on Vehicles



In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through January 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).

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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

## N222387730 Incorrect Accessory Wheel Lock Kit Installed on Vehicles



January 2023

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

Dear General Motors Customer:

We have learned that your 2022 model year Chevrolet Colorado may have a condition where the incorrect accessory wheel locks were installed.

Your satisfaction with your Colorado 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 install the correct accessory wheel locks and place the new wheel lock key in your glove box. This service will be performed for you at **no charge until January 31, 2025**. 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)
Chevrolet	1-800-222-1020	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 Chevrolet Colorado provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

N222387730