

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6397
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 17, 2023
Subject: REVISION: N222378560-02 - Customer Satisfaction Program
Front Seat Cushion Vent Blowers Retrofit with RPO 04O
Population Update
Models: 2022-2023 Buick Enclave
2022-2023 Cadillac CT4
2022-2023 Cadillac CT5
2022-2023 Cadillac XT4
2022 Chevrolet Blazer
2022-2023 Chevrolet Suburban
2022-2023 Chevrolet Tahoe
2022-2023 Chevrolet Traverse
2022-2023 GMC Acadia
2022-2023 GMC Yukon
2022-2023 GMC Yukon XL
To: All General Motors Dealers

This bulletin has been revised to add additional makes and models to the population. The warranty section has been updated to include labor times for these models. Please discard all copies of bulletin N222378560-01.

Please note, some vehicles may also require the Heated/Ventilated Seat retrofit which must be performed prior to completing this procedure. Use IVH to verify if the vehicle is involved in the Heated/Ventilated Seats Retrofit (N212354520 or N212354522).

Important: Due to limited initial parts availability, dealers should not order parts included in this field action for use as shelf stock. Parts should only be ordered when the dealer has confirmed and validated the customer has a scheduled appointment with the service department.

As parts become available for additional makes and models involved in this retrofit, we will communicate the revised bulletin in an upcoming message.

Customer Letter Mailing

The customer letter mailing for this third phase will begin early February 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated January 17, 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

N222378560 Front Seat Cushion Vent Blowers Retrofit



Release Date: January 2023

Revision: 02

Revision Description: This bulletin has been revised to add additional makes and models to the population. The warranty section has been updated to include labor times for these models. Please discard all copies of N222378560-01.

Attention: This program is in effect until February 28, 2026.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Enclave	2022	2023	040	NOT EQUIPPED W/ FRONT SEAT CUSHION VENTILATION; (INCLUDES LATER RETROFIT)
Cadillac	CT4	2022	2023		
Cadillac	CT5	2022	2023		
Cadillac	XT4	2022	2023		
Chevrolet	Blazer	2022	2022		
Chevrolet	Suburban	2022	2023		
Chevrolet	Tahoe	2022	2023		
Chevrolet	Traverse	2022	2023		
GMC	Acadia	2022	2023		
GMC	Yukon	2022	2023		
GMC	Yukon XL	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	Due to the industry-wide semiconductor shortage, the front driver and passenger seat cushion ventilation blowers are not functional on certain 2022-2023 model year vehicles listed above, built beginning March 30, 2022.
Correction	Dealers are to replace the non-functional seat cushion ventilation blower with a functional one. Note: Some vehicles may also require the Heated/Ventilated Seat retrofit which must be performed prior to completing this procedure. Use IVH to verify if the vehicle is involved in the Heated/Ventilated Seats Retrofit (N212354520 or N212354522).

Parts

Quantity	Part Name	Part No.
2	BLOWER ASM-F/SEAT CUSH VENTILATION	13544900
2	BLOWER ASM-F/SEAT CUSH VENTILATION (#13535637 May Show In the EPC, It Is Correct for This Application and Will Be Superseded by #13544901)	13544901

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which front seat cushion ventilation blower to order.

Important: Due to limited initial parts availability, dealers should not order parts included in this field action for use as shelf stock. Parts should only be ordered when the dealer has confirmed and validated the customer has a scheduled appointment with the service department.

Parts required to complete this repair are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. **Order parts on a CSO = Customer Special Order only.** DRO's may be cancelled. Place the VIN # in the notes field of the order. If there is no VIN in the notes field your order may be cancelled. Please **do not place orders as SPAC**; it will delay shipment of the order and will not provide visibility.

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.

For Export: Please contact CCA's Export Order Fulfillment group to place the order on your behalf.

Customer Satisfaction Program

N222378560 Front Seat Cushion Vent Blowers Retrofit



Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106491	Install Left and Right Front Seat Cushion Vent Blower Assemblies		ZFAT	N/A
	Suburban	0.5		
	Tahoe	0.5		
	Yukon	0.5		
	Yukon XL	0.5		
	XT4	0.7		
	CT4	0.7		
	CT5	0.7		
	Blazer	0.7		
	Traverse	0.7		
	Enclave	0.7		
	Acadia	0.7		

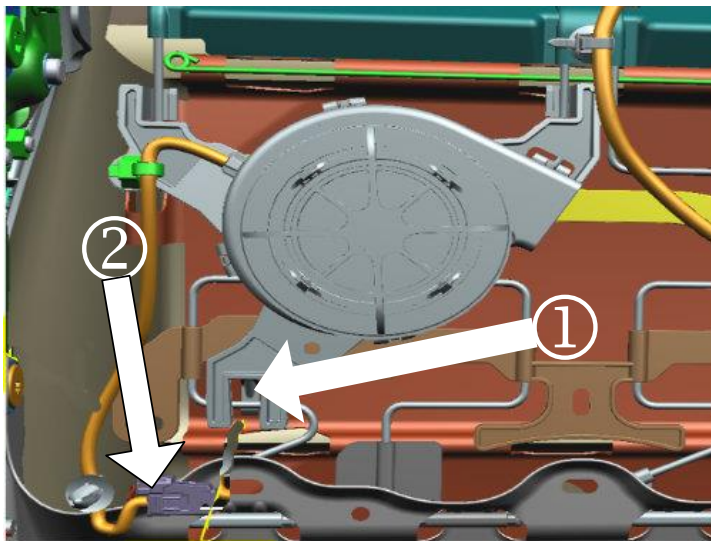
IMPORTANT: If the vehicle being serviced is also involved in a **Heated Vented Seats Retrofit Customer Satisfaction Program**, the **Heated Vented Seats Retrofit** must be performed before this procedure for the seat cushion vent blowers to function. **Use IVH to verify if the vehicle is involved in the Heated Vented Seats Retrofit.**

Service Procedure

OVERVIEW: These vehicles were manufactured with non-functional left and right front seat cushion vent blower assemblies. The following steps instruct the dealer to remove and discard the non-functional vent blowers and install functioning assemblies.

Note: It is not necessary to remove the seats from the vehicle.

1. Reposition the left and right front seats to the full up position.



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Wiring Harness Electrical Connector (2) Vent Blower Assembly Release Tab (1)

2. Disconnect and reposition the left and right seat cushion vent fan wiring harness as necessary (2).

Customer Satisfaction Program

N222378560 Front Seat Cushion Vent Blowers Retrofit



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3. Release the retainer tab (1) and separate the front seat cushion vent fan from the left and right front seat vent fan mats.
4. Remove and discard the non-functional left and right front seat cushion vent blower assemblies.
5. Install the new left and right front seat cushion vent blower assemblies. Seat the retaining tabs securing the front seat cushion ventilation blower (1) to the front seat vent fan mat.
6. Reconnect and reposition the left and right seat cushion vent fan wiring harness as necessary.
7. Place the left and right front seats back to the original position.

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.

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 February 28, 2026. 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 February 28, 2026, 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.

Customer Satisfaction Program

N222378560 Front Seat Cushion Vent Blowers Retrofit



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

N222378560 Front Seat Cushion Vent Blowers Retrofit



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 some of its intended features due to a nationwide parts shortage.

We are pleased to inform you that your GM dealer is now ready to enable your front seat cushion vent blowers. 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.

Please note, you may have received a letter from GM advising you that parts were available to enable your heated/ventilated seats. These are separate retrofits, and both require installation for full functionality of your ventilated seats. If you have not already done so, you may have both features enabled (heated/ventilated seats **and** front seat cushion vent blowers) at the same time when you schedule your appointment for this retrofit.

What We Will Do: Your GM dealer will install the required parts to enable your front seat cushion vent blowers. This service will be performed for you at **no charge until February 28, 2026**.

What You Should Do: We recommend that you contact your GM dealer as soon as possible to schedule an appointment for this retrofit.

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
Cadillac	1-800-333-4223	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 appreciate your patience while we continue to work to obtain the necessary parts to enable these features in your GM vehicle. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you with many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

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