

# Customer Satisfaction Program

## N222371150 – Heated Steering Wheel Retrofit – Module Only



Release Date: January 2023

Revision: 00

**Attention:** For GMC Sierra 1500 New with the Denali, SLT or Elevation package, if the part number doesn't display in the EPC with the VIN, use part number 84838123.  
**This program is in effect until March 31, 2026.**

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	XT4	2022	2023		
Chevrolet	Silverado 1500 New	2022	2022		
GMC	Sierra 1500 New	2022	2022		

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>	Due to the industry-wide semiconductor shortage, the heat feature on the steering wheel is not functional on certain 2022-2023 model year vehicles listed above, built beginning January 6, 2022. The affected vehicle owners should have been made aware of the condition at sale, and notified that once parts are available, they would be eligible for a no additional cost retrofit to enable the feature.
<b>Correction</b>	Dealers are to replace the heated steering wheel control module.

### Parts

Quantity	Part Name	Part No.
1	Heated Steering Wheel Module	84863347
1	Heated Steering Wheel Module	84863348
1	Heated Steering Wheel Module	84838124
1	Heated Steering Wheel Module	84838123*

\*For GMC Sierra 1500 New with the Denali, SLT or Elevation package, if the part number doesn't display in the EPC with the VIN, use part number 84838123.

**Note:** Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Heated Steering Wheel Module to order.

Do NOT place orders until the customer contacts the dealership to schedule an appointment.

**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. **Do not order for shelf stock.**

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106549	Install Heated Steering Wheel Module		ZFAT	N/A
	XT4	0.7		
	Silverado 1500 New	0.6		
	Sierra 1500 New	0.6		

### Service Procedure

**Caution:** The Steering Wheel Bolt should only be replaced if damaged during removal. Be sure to follow all cautions and notes when removing the Steering Wheel Bolt.

**Note:** There are blank connector halves holding the Heated Steering Wheel Module Wiring Harness in place that will need to be removed before the Heated Steering Wheel Module can be connected.

1. Install the Heated Steering Wheel Module. Refer to *Heated Steering Wheel Module Replacement* in SI.

### 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.

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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 March 31, 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 March 31, 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.

### **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.

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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**

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January 2023

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 a steering wheel heat module due to a nationwide parts shortage.

We are pleased to inform you that you are now able to schedule an appointment with your GM dealer so they can enable your steering wheel heat module.

**What We Will Do:** Your GM dealer will install the steering wheel heat module. This service will be performed for you at **no charge until March 31, 2026**. After that, any applicable warranty will apply.

**What You Should Do:** 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.

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)
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 truly appreciate you taking the time to retrofit 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 with many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

N222371150

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6413  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 18, 2023  
Subject: UPDATE: N222371150 - Customer Satisfaction Program  
Heated Steering Wheel Retrofit – Module Only  
Updated VIN List Attached  
Models: 2022-2023 Cadillac XT4  
2022 Chevrolet Silverado 1500 New  
2022 GMC Sierra 1500 New  
To: All General Motors Dealers

General Motors is pleased to announce the first phase of the Heated Steering Wheel Retrofit – Module Only retrofit process and is releasing Customer Satisfaction Program N222371150 today. The total number of U.S. vehicles involved is approximately 23,000. Please see the attached bulletin for details.

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

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.

**\*\*Important: For GMC Sierra 1500 New with the Denali, SLT or Elevation package, if the part number doesn't display in the EPC with the VIN, use part number 84838123.**

The Heated Steering Wheel Retrofit will be executed under 2 separate bulletins:

N222371150 – Module Only  
N222371151 – Steering Wheel Replacement

The remaining retrofit Customer Satisfaction Programs, beyond the Heated Steering Wheel Retrofit, will occur in phases over the next several months once parts become available. You will receive notification when they begin.

**Customer Letter Mailing**

The customer letter mailing will begin on January 31, 2023.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated January 18, 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