

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6433  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 21, 2023  
Subject: REVISION: N222371150-01 - Customer Satisfaction Program  
Heated Steering Wheel Retrofit – Module Only  
Revised Service Procedure section  
Models: 2022-2023 Cadillac XT4  
2022 Chevrolet Silverado 1500 New  
2022 GMC Sierra 1500 New  
To: All General Motors Dealers

This bulletin has been revised to add a Caution statement and Note to the service procedure. Please discard all previous copies of N222371150.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## N222371150 – Heated Steering Wheel Retrofit – Module Only



Release Date: February 2023

Revision: 01

**Revision Description:** This bulletin has been revised to add a Caution statement and Note to the service procedure. Please discard all previous copies of N222371150.

**Attention:** For GMC Sierra 1500 New with the AT4, 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 AT4, 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:** During steering wheel bolt removal, observe the following precautions:

- Do NOT use heat on the steering wheel bolt, steering wheel, or steering column. Using heat could cause damage to the steering related components.
- Do NOT hammer or apply excessive downward force on the steering wheel bolt, steering wheel, or steering column. Hammering or applying excessive downward force could cause damage to the steering related components.

**Note:**

- Steering wheel bolts installed during manufacturing require high torque efforts to remove.

# Customer Satisfaction Program

## N222371150 – Heated Steering Wheel Retrofit – Module Only



- The **ONLY** acceptable bit for removing and installing the steering wheel bolt is a T50 Torx bit. Do **NOT** use any other size bit or a worn bit.
- If a power tool is used to remove the steering wheel bolt, the tool must have a minimum torque rating greater than **75 NM (55 lb ft)** and both the power tool and the T50 Torx bit **MUST** be positioned perpendicular to the bolt recess.
- Apply appropriate downward force to maintain engagement of bit to bolt recess during bolt removal.

**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.

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.



# Customer Satisfaction Program

## N222371150 – Heated Steering Wheel Retrofit – Module Only



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 an industry-wide 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