

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6445
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 22, 2023

Subject: N222371151 - Customer Satisfaction Program
Heated Steering Wheel Retrofit – Steering Wheel Replacement Only

Models: 2022 Cadillac CT4
2022 Cadillac XT6

To: All General Motors Dealers

General Motors is pleased to announce the first phase of the Heated Steering Wheel Retrofit – Steering Wheel Replacement Only retrofit process and is releasing Customer Satisfaction Program N222371151 today. The total number of U.S. vehicles involved is 383. Please see the attached bulletin for details.

Part availability for the 2022 Cadillac CT4 is still limited at this time. However, a portion of the impacted VINs have been moved to an Open status. The Open VINs are prioritized by cold weather region. It is imperative that IVH is verified prior to performing repairs. We estimate the remaining 2022 model year Cadillac CT4 will be eligible in Q2 and Q3 of 2023.

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

PART ORDERING INFORMATION

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.

Dealers will need to place orders CSO (Customer Service Order) and upgrade to a SPAC, **all CSO without a SPAC will be cancelled daily**. All orders will require a unique VIN for each order. If a VIN is not provided with the order, or has already been used, those orders will be cancelled. This change in process is due to limited parts availability and to assure we have ample stock for customers requiring the retrofit.

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

N222371150 – Module Only
N222371151 – Steering Wheel Replacement Only

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 March 8, 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated February 22, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N222371151 – Heated Steering Wheel Retrofit – Steering Wheel Replacement Only



Release Date: February 2023

Revision: 00

Attention: This program is in effect until March 31, 2026.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	CT4	2022	2022		
Cadillac	XT6	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.

Condition	Due to the industry-wide semiconductor shortage, the heat feature on the steering wheel is not functional on certain 2022-2022 model year vehicles listed above, built beginning November 17, 2021. 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.
Correction	Dealers are to replace the steering wheel assembly.

Parts – MUST BE ORDERED BY SPAC, PLEASE SEE NOTES BELOW

Quantity	Part Name	Part Number Displayed in EPC	Part Number To Be Ordered
1	Steering Wheel	85128539	85128539*
1	Steering Wheel	85143361	85143361
1	Steering Wheel	84997097	85533770
1	Steering Wheel	84997109	85533782**

* This part number is for the Cadillac XT6, only one VIN is involved: 1GYKPCRS0NZ119836.

** If the steering wheel part number does not populate by VIN in the EPC:

- 1) Remove the VIN filtering
- 2) Look for body styles DE69 or DF69
- 3) Part number 84997109 should populate in the list
- 4) Part number 85533782 is the correct part number to order

The EPC will be updated in the near future.

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

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

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. Parts for this Retrofit will be on Order Writing control initially and all DRO’s (Daily Replenishment Orders) may cancel. Dealers should place orders CSO (Customer Special Order) and upgrade to SPAC with a VIN. **All orders will be reviewed prior to being filled. All CSO may be cancelled daily. Only SPAC orders with a valid VIN associated with the vehicle listing will be released while on the order writing control. Due to order writing control orders will not ship as OVN. Please take this into consideration in shipping if not coming from your Admin PDC.**

Reminder: Parts will be removed from SPRINT, they are non-returnable and 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.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106623	Replace Steering Wheel		ZFAT	N/A
	XT6	0.5		
	CT4	0.6		

Service Procedure

Caution: During steering wheel bolt removal, observe the following precautions:

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- 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.
- 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.

1. Remove and replace the Steering Wheel. Refer to *Steering Wheel 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/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 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.

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

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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 the heat feature on the steering wheel assembly 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 replace your steering wheel assembly.

What We Will Do: Your GM dealer will replace the steering wheel assembly. 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.

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)
Cadillac	1-800-333-4223	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

N222371151