

Service Update

N222377150 Vehicles Built with Body Color External Mirrors



Release Date: March 2023

Revision: 00

Attention: This service update involves vehicles in dealer inventory only and will expire March 31, 2024.

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Terrain	2022	2022	WJP	Elevation Edition

This service update should be performed on vehicles in dealer inventory only. 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	Certain 2022 model year GMC Terrain vehicles were built with body color external mirrors instead of high gloss black as part of the Midnight package.
Correction	Dealers are to install the correct left and right outside rear view mirror housing upper covers.

Parts

Quantity	Part Name	Part No.
1	Kit - Outside Rear View Mirror Housing Upper Cover, Black	86528230

It is estimated that there are only 4 % involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106744	Install Correct Left and Right Outside Rear View Mirror Housing Upper Covers	0.7	ZFAT	N/A

Service Procedure

- Remove the body-colored left and right side outside rear view mirror housing upper covers. Refer to *Outside Rearview Mirror Housing Upper Cover Replacement* in SI. Discard the covers.
- Install the correct black left and right side outside rear view mirror housing upper covers. Refer to *Outside Rearview Mirror Housing Upper Cover Replacement* in SI.

Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than March 31, 2024.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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.

Dealer Reports – For USA & Export

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin 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 not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

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.



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GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6474
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 6, 2023
Subject: N222377150 - Service Update
Vehicles Built with Body Color External Mirrors
Models: 2022 GMC Terrain
Equipped with Elevation Package (RPO WJP)
To: All General Motors Dealers

General Motors is releasing Service Update N222377150 today. The total number of U.S. vehicles involved is approximately 100. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated March 6, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS