

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6513
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 3, 2023

Subject: N222382630 - Customer Satisfaction Program
Accessory Package Not Installed

Models: 2022 Chevrolet Colorado
2022 GMC Canyon
Equipped with ACCESSORY-SPORT BAR - BED MOUNTED -
DESIGN 1/DESIGN 2 and
ACCESSORY-LAMPS - FRONT ROOF MOUNTED - OFF-ROAD
(RPO SBY/SCU and S3X)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222382630 today. The total number of U.S. vehicles involved is approximately 84. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on April 18, 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated April 3, 2023. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N222382630 Accessory Package Not Installed



Release Date: April 2023

Revision: 00

Attention: This program is in effect until September 30, 2023.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Colorado	2022	2022	SBY/SCU and S3X	ACCESSORY-SPORT BAR - BED MOUNTED - DESIGN 1/DESIGN 2 and ACCESSORY-LAMPS - FRONT ROOF MOUNTED - OFF-ROAD
GMC	Canyon				

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 Chevrolet Colorado and GMC Canyon vehicles, equipped with SBY, SCU and S3X were delivered to customers without the accessory package.
Correction	Dealers will install the components already paid for by the customer.

Parts

Parts were pre-shipped to the selling dealer on record.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106763	Inspect Only – No Further Action Required	0.2	ZFAT	N/A
9106764	Install ornamentation bar and light kit (includes inspection)	3.5	ZFAT	N/A
9106765	Install lamp kit (includes inspection)	2.0	ZFAT	N/A

Service Procedure

- Inspect vehicle to see if the Ornamentation Bar and light kit is installed.
 - If the ornamentation bar and light kit are installed, no further action is required.
 - If both the sports bar and light kit are not installed, proceed to step 2.
 - If just the sports bar is installed but not the light kit, proceed to step 3.

Note: Parts were pre-shipped to the selling dealer on record.

- Install the sports bar – refer to *Pickup Box Ornamentation Bar Package Installation* in SI. Proceed to step 3.

Note: Parts were pre-shipped to the selling dealer on record.

- Install the light kit – refer to *Off Road Lamp Attachment Kit Installation* 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 April 30, 2025. 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

Customer Satisfaction Program

N222382630 Accessory Package Not Installed



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 April 30, 2025, 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

N222382630 Accessory Package Not Installed



April 2023

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2022 model year Chevrolet Colorado or GMC Canyon may have been delivered without the accessory sport bar and/or off-road roof mounted lamps package. Parts were pre-shipped to your selling dealer on record.

Your satisfaction with your Colorado or Canyon is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your selling GM dealer will install the components already paid for by the customer. This service will be performed for you at **no charge until September 30, 2023**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your selling dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your selling dealer can ensure that the necessary parts will 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)
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 remedy 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 many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N222382630