

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6612
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 26, 2023

Subject: N222365910 - Customer Satisfaction Program
Air Suspension Dump Valve

Models: 2022 Chevrolet Silverado 4500 HD/5500 HD/6500 HD
Equipped with VALVE-AIR SUSPENSION AIR RELEASE (RPO JPZ)

To: All General Motors Medium Duty Dealers

General Motors is releasing Customer Satisfaction Program N222365910 today. The total number of U.S. vehicles involved is approximately 82. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in July 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 26, 2023. A Stock VIN list is not included.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N222365910 Air Suspension Dump Valve



Release Date: June 2023

Revision: 00

Attention: ONLY Chevrolet Medium Duty dealers can complete this field action repair.
This program is in effect until July 31, 2025.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 4500 HD/5500 HD/6500 HD	2022	2022	JPZ	VALVE-AIR SUSPENSION AIR RELEASE

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 Silverado 4500 HD/5500 HD/6500 HD vehicles, equipped with Valve-Air Suspension Air Release (RPO JPZ), were incorrectly invoiced with an Air Suspension Dump Valve and may have been built with the incorrect switch assembly.
Correction	Dealers will issue a reimbursement check in the amount of \$60 USD, replace the switch assembly, and disable the Air Suspension Dump Valve switch and Low Pressure indicator.

Parts

Quantity	Part Name	Part No.
1	Switch, IP Center Accessory Function	19404103

It is estimated that only 82 involved vehicles will require parts replaced. **Due to the small number of vehicles anticipated that will need this fix 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

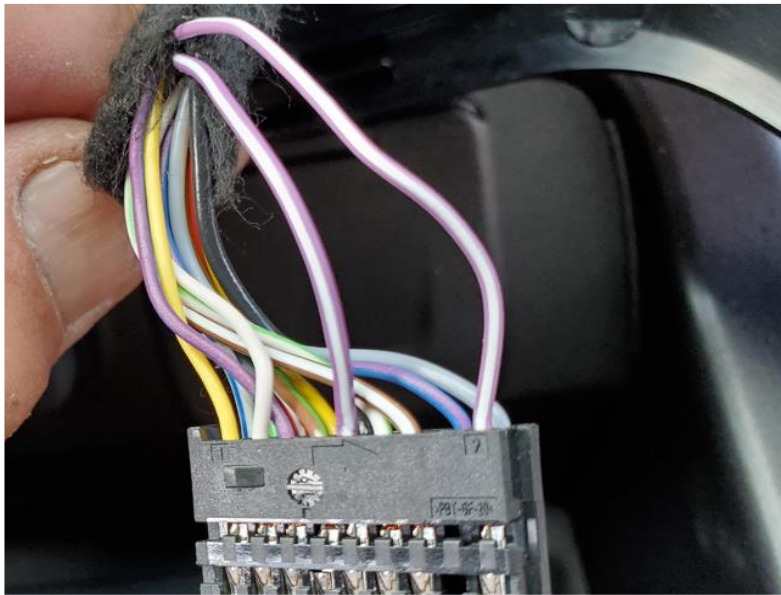
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106780	Issue Customer Reimbursement Check and Replace IP Center Accessory Function Switch and Remove Wires	0.8	ZFAT	*

* Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. The amount identified in Net Item is the \$60 USD dealer check issued to a customer. Record the check number in the Invoice Number field. Record the VIN on the check. Submit \$20.00 USD administrative allowance in Net/Admin Allowance.

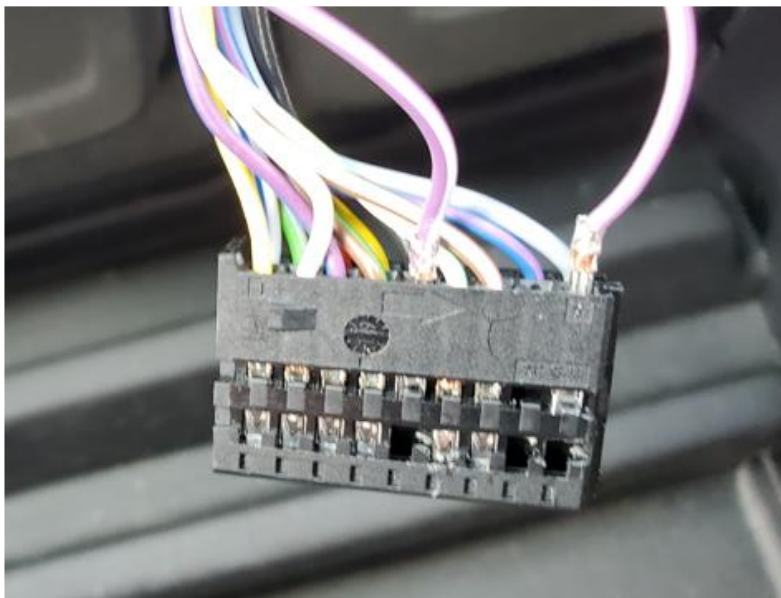
Service Procedure

Important: Dealers are to verify these three pieces of information prior to issuing a reimbursement check:

- Original Owner Letter provided by General Motors.
 - Vehicle registration.
 - Driver's license or state ID - verify that it matches the registration and owner letter.
1. Issue the customer a reimbursement check in the amount of \$60.00 USD. Record the check number in the Invoice Number field and record the VIN on the check.
 2. Remove the instrument panel center accessory function switch and discard. Refer to *Instrument Panel Center Accessory Function Switch Replacement* in SI.
 3. Disconnect the air suspension dump valve switch connector (18 pin connector).



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4. Remove the 2 violet with white stripe wire terminals (Pin 5 and pin 9) from the 18 pin connector.
5. Cut both violet with white stripe wires 2 inches from the harness connector and wrap each wire with electrical tape.
6. Wrap both cut wires to the harness with anti-abrasive tape and secure with a tie strap the wire harness.
7. Connect air suspension dump valve switch connector to the new instrument panel center accessory function switch.
8. Install the new instrument panel center accessory function switch. Refer to *Instrument Panel Center Accessory Function Switch 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.

Customer Satisfaction Program

N222365910 Air Suspension Dump Valve



Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through July 31, 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 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 July 31, 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

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.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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

N222365910 Air Suspension Dump Valve



July 2023

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

Dear General Motors Customer:

We have learned that your 2022 model year Chevrolet Silverado 4500 HD/5500 HD/6500 HD vehicle, equipped with Valve-Air Suspension Air Release (RPO JPZ), was incorrectly invoiced with an Air Suspension Dump Valve and may have been built with the incorrect switch assembly.

Your satisfaction with your Silverado 4500 HD/5500 HD/6500 HD 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 GM dealer will issue a reimbursement check in the amount of \$60 USD, replace the switch assembly, and disable the Air Suspension Dump Valve switch and Low Pressure indicator to reduce the inconvenience of a future repair on the rear air springs. This service will be performed for you at **no charge until July 31, 2025**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this reimbursement process and repair. Please provide this customer letter, your driver's license or state ID and your vehicle registration to present to the dealer in order to receive your reimbursement check. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. When scheduling your appointment, confirm with the dealer that they service Medium Duty Trucks.

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
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 Chevrolet Silverado 4500 HD/5500 HD/6500 HD provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N222365910