

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6636
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 9, 2023

Subject: UPDATE: N222371151-10 - Customer Satisfaction Program
Heated Steering Wheel Retrofit – Steering Wheel Replacement Only
Population Update

Models: 2022 Buick Enclave
2022 Cadillac CT4
2022 Cadillac CT5
2022-2023 Cadillac XT4
2022 Cadillac XT5
2022 Cadillac XT6
2022 Chevrolet Blazer
2022 Chevrolet Silverado 1500 LTD
2022 Chevrolet Silverado 2500HD/3500HD
2022 Chevrolet Suburban
2022 Chevrolet Tahoe
2022 Chevrolet Traverse
2022 GMC Acadia
2022 GMC Sierra 1500 Limited
2022 GMC Sierra 2500HD/3500HD
2022 GMC Yukon
2022 GMC Yukon XL

To: All General Motors Dealers

We are pleased to announce that all remaining GMC Yukon, Yukon XL, and Chevrolet Blazer VINs have been moved to an Open status.

Part availability 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 VINs to be eligible throughout 2023.

As parts become available for more vehicles involved in this retrofit, and VINs are moved to an Open status, we will communicate that 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.

Customer Letter Mailing

The customer letter mailing will begin late August 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated August 9, 2023. A list of vehicles in dealer inventory for this added population is attached to this message.

END OF MESSAGE

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