

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6642
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 10, 2023

Subject: N232408340 - Customer Satisfaction Program
Upfit Options Not Installed

Models: 2022-2023 Chevrolet Tahoe

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N232408340 today. The total number of U.S. vehicles involved is approximately 3. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in August 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated August 10, 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

N232408340 Upfit Options Not Installed



Release Date: August 2023

Revision: 00

Attention: This program is in effect until August 31, 2025.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Tahoe	2022	2023		

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 2022-2023 model year Chevrolet Tahoe vehicles, may have a condition in which the upfit accessories were not installed.
Correction	Dealers will offer the vehicle to be sent back to install the upfit or provide the customer with a reimbursement check for the missing accessories.

Parts

No parts are required.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106937	Return Vehicle to Kerr for Retrofit	N/A	ZFAT	N/A
9106938	Customer Reimbursement Check Issued	N/A	ZFAT	*

* Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. The amount identified in Net Item is based on the VIN found on the table below. 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.

VIN	RPOs Missing	Reimbursement Amount
1GNSKLEDXNR228632	6C7, 6J3, 6J4	\$317.00 USD
1GNSKLED0NR226694	6J3, 6J4, WX7	\$207.00 USD
1GNSKLED1NR252544	UN9, 6C7, 6J3	\$357.00 USD

Service Procedure

1. Verify vehicle VIN from the table above.

Note: In the event a customer wants to send the vehicle back, they are entitled to a loaner vehicle for the period of time their vehicle is being repaired.

Note: The customer can choose EITHER to be reimbursed OR to have their vehicle retrofitted NOT both.

2. Confirm with customer whether they want to be reimbursed the amount of money listed on the above table, or if they want to send their vehicle back to get the missing equipment added.
 - If customer wants to be reimbursed, proceed to step 4.
 - If customer wants their vehicle retrofitted, proceed to step 3.

Note: When contacting TAC, have the VIN and field action number ready.

3. Contact the General Motors Technical Assistance Center (TAC) to set up vehicle return to Kerr Industries. TAC U.S. can be reached at 877-446-8227.

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.

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4. Issue the customer a reimbursement check for the amount listed in the above table. Record the check number in the Invoice Number field and record the VIN on the check.

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/repaired 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 August 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 August 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 & 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 Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by August 31, 2025. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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**

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August 2023

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

Dear General Motors Customer:

We have learned that your 2022-2023 model year Chevrolet Tahoe may have a condition in which the upfit accessories were not installed.

Your satisfaction with your Tahoe 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 offer the vehicle to be sent back to install the upfit or provide the customer with a reimbursement check for the missing accessories. This service will be performed for you at **no charge until August 31, 2025**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend you contact your Dealer as soon as possible to discuss the two options, determine which is best for you, and schedule an appointment. If you choose to receive a reimbursement check, please bring the following with you to your service appointment: this customer letter, your driver's license or state ID, and vehicle registration.

Reimbursement: Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by August 31, 2025, unless state law specifies a longer reimbursement period.

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 Tahoe vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosure
N232408340