

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6668  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 11, 2023

Subject: UPDATE: N222371151-11 - 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 Cadillac CT4 and CT5 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 September 2023.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated September 11, 2023. A list of vehicles in dealer inventory for this added population is attached to this message.

END OF MESSAGE

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