

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6702  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 1, 2023

Subject: UPDATE: N222371151-11 - Customer Satisfaction Program  
Heated Steering Wheel Retrofit – Steering Wheel Replacement Only  
Final VINs Released

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 the remaining Enclave, Traverse, and XT4 VINs have been moved to an Open status. All involved VINs in the heated steering wheel replacement retrofit are now released.

Part availability is still limited at this time. It is imperative that IVH is verified prior to performing repairs.

**Do NOT place orders until the customer contacts the dealership to schedule an appointment.**

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. Parts for this Retrofit will be on Order Writing control initially and all DRO’s (Daily Replenishment Orders) may cancel. Dealers should place orders CSO (Customer Special Order) and upgrade to SPAC with a VIN. **All orders will be reviewed prior to being filled. All CSO may be**

cancelled daily. Only SPAC orders with a valid VIN associated with the vehicle listing will be released while on the order writing control. Due to order writing control, orders will not ship as OVN. Please take this into consideration in shipping if not coming from your Admin PDC.

Important Note: Examples of why orders may cancel: if duplicate VIN was used, order placed without a SPAC, VINs with a prior order placed. Please work with your field team if you have concerns.

**Customer Letter Mailing**

The customer letter mailing will begin in the near future.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated November 1, 2023. A list of vehicles in dealer inventory for this added population is attached to this message.

END OF MESSAGE

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