

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6791
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 14, 2024

Subject: N222383490 - Customer Satisfaction Program
Overhead Console Software Loss of Communication

Models: 2022-2023 Buick Envision

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222383490 today. The total number of U.S. vehicles involved is approximately 867. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on February 28, 2024.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated February 14, 2024. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N222383490 Overhead Console Software Loss of Communication



Release Date: February 2024

Revision: 00

Attention: This program is in effect until February 28, 2026.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Envision	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 Buick Envision vehicles may experience a loss of software communication to the Overhead Console which may cause the overhead lights to become inoperative or may incorrectly cause a 'Service Safety Restraint System' message to display and sound a chime.
Correction	Dealers are to replace the roof console.

Parts

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Roof Console to order.

Quantity	Part Name	Part No.
1	Roof Console	84894745
1	Roof Console	85115581
1	Roof Console	84951634
1	Roof Console	85115611
1	Roof Console	85115615
1	Roof Console	85115619
1	Roof Console	85115623
1	Roof Console	85115627
1	Roof Console	85115631
1	Roof Console	84790046

Reminder: Parts may be removed from SPRINT and Retail Inventory Management (RIM) and be non returnable. 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
9106796	Roof Console Replacement	0.2	ZFAT	N/A

Service Procedure

Replace roof console. Refer to *Roof Console 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/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 February 28, 2026. 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.

Customer Satisfaction Program

N222383490 Overhead Console Software Loss of Communication



In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through February 28, 2026, 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.

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

N222383490 Overhead Console Software Loss of Communication



February 2024

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

Dear General Motors Customer:

We have learned that your 2022-2023 model year Buick Envision may experience a loss of software communication to the Overhead Console which may cause the overhead lights to become inoperative or may incorrectly cause a 'Service Safety Restraint System' message to display and sound a chime.

Your satisfaction with your Envision 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 replace the roof console. This service will be performed for you at **no charge until February 28, 2026**. 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 repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

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)
Buick	1-800-521-7300	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 Buick Envision vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N222383490