

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6231
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 3, 2022

Subject: N212354524 - Customer Satisfaction Program
Heated Vented Seats Retrofit Due to Chip Shortage
Rear Seat Heater Module and Programming
Electronic Parts Catalog Issue

Models: 2022 Buick Enclave
2022 Cadillac XT5
2022 Cadillac XT6
2022 Chevrolet Traverse
2022 GMC Acadia

To: All General Motors Dealers

General Motors is aware of an issue with the Electronic Parts Catalog (EPC) for bulletin N212354524. The part number for the VIN may not be visible due to the vehicle configuration for rear heated seats. A correction will be implemented in the EPC on August 10, 2022. However, in the meantime, dealers can "uncheck" the box for the VIN filter (at the top of the screen/page) in the EPC. This will allow the part number to be visible for ordering. As a reminder, these parts remain in short supply and cannot be preordered.

END OF MESSAGE
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