

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6461
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 22, 2023

Subject: N222375790 - Customer Satisfaction Program
Park Assist Retrofit

Models: 2022 – 2023 Chevrolet Corvette

To: All General Motors Dealers

General Motors is pleased to announce the first phase of the Park Assist retrofit process and is releasing Customer Satisfaction Program N222375790 today. The total number of U.S. vehicles involved is 7,101. Please see the attached bulletin for details.

As parts become available for additional makes and models involved in this retrofit, we will communicate the revised bulletin 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.

The Park Assist Retrofit will be executed under 2 separate bulletins:

N222375790 will cover Vehicle Intelligence Platform (VIP) Electrical Architecture

N222375791 will cover Global A Electrical Architecture

The remaining retrofit Customer Satisfaction Programs, beyond the Park Assist Retrofit, will occur in phases over the next several months once parts become available. You will receive notification when they begin.

Customer Letter Mailing

The customer letter mailing will begin mid-March 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated February 22, 2023. A Stock VIN list is not included as our records show

there are no vehicles in dealer new inventory. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N222375790 Park Assist Retrofit



Release Date: February 2023

Revision: 00

Attention: This program is in effect until March 31, 2026.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Corvette	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	Due to the industry-wide semiconductor shortage, the park assist feature is not functional on certain 2022 and 2023 model year vehicles listed above, built beginning December 2, 2021. The affected vehicle owners should have been made aware of the condition at sale, and notified, that once parts are available, they would be eligible for a no additional cost retrofit to enable the feature.
Correction	Dealers are to replace the park assist control module and setup the serial data gateway module to restore the Park Assist feature.

Parts – MUST BE ORDERED BY SPAC, PLEASE SEE NOTES BELOW

Quantity	Part Name	Part No.
1	Parking Assist Module	84761800

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.**

Reminder: Parts will be removed from SPRINT, they are non-returnable and may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

For Export: Please contact CCA's Export Order Fulfillment group to place the order on your behalf.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106526*	Install and Program Parking Assist Module, Setup Serial Data Gateway Module: Corvette	0.7	ZFAT	N/A

Important: * To avoid warranty transaction rejections, carefully read and follow the instructions below:

Labour Time [\[Top\]](#)

Labour Operation Code:

Additional labour op code information:

SPS Warranty Claim Code:

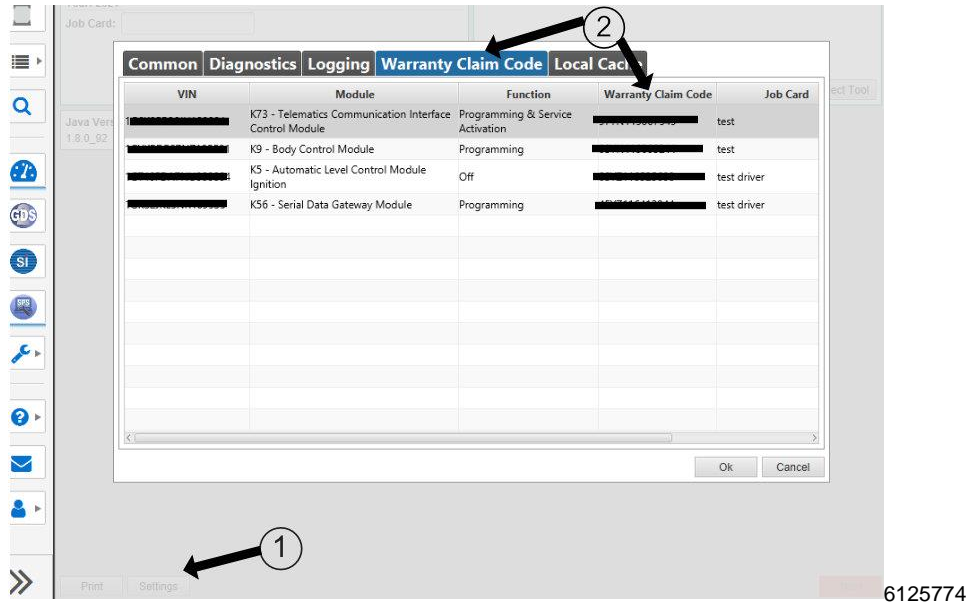
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- The Warranty Claim Code from the programming event must be accurately entered in the "Warranty Claim Code" field of the transaction.



- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

Warranty Claim Code Information Retrieval



If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

- Open TLC on the computer used to program the vehicle.
- Select and start SPS2.
- Select Settings (1).
- Select the Warranty Claim Code tab (2).

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Service Procedure

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

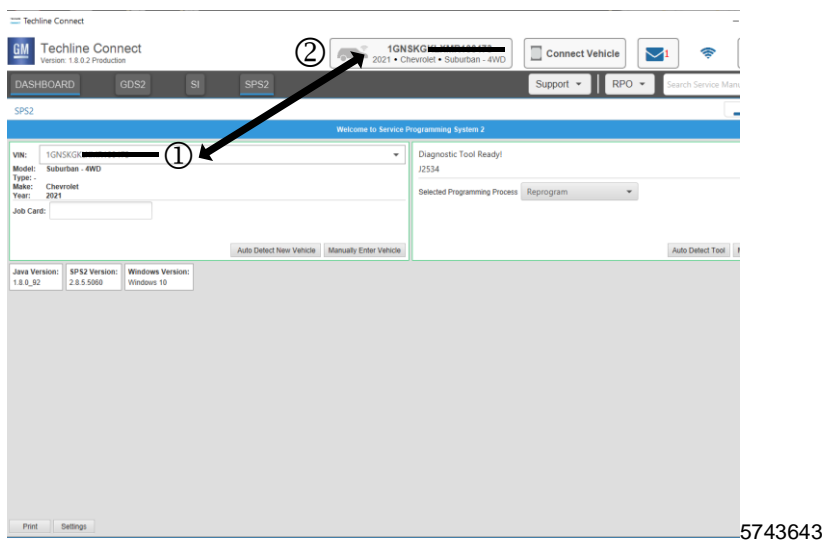
Customer Satisfaction Program

N222375790 Park Assist Retrofit

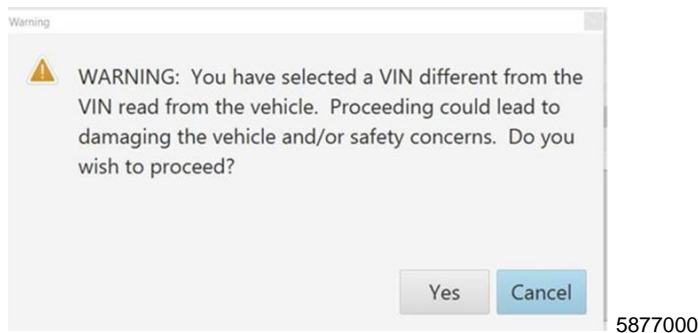


- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.

Caution: Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.

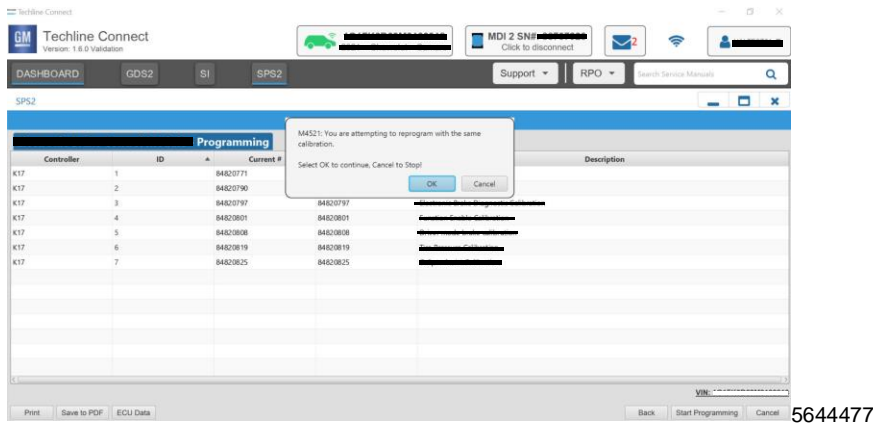


Important: If the vehicle VIN DOES NOT match, the message below will be shown.



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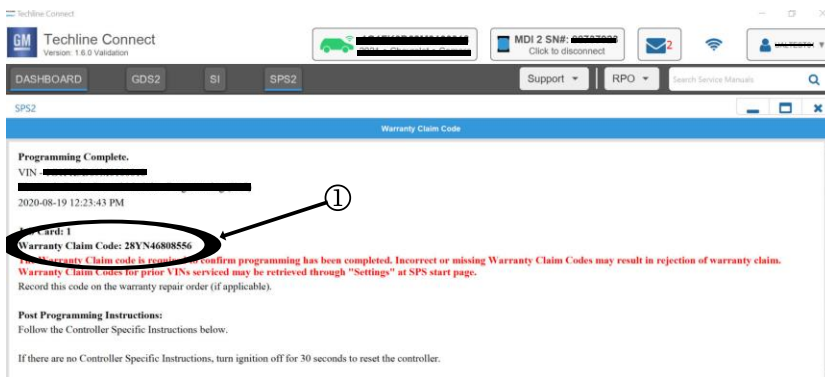
Important: Techline Connect screens shown above.

Important: If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Remove the existing Parking Assist Control Module. Refer to *Parking Assist Control Module Replacement* in SI.
2. Install the new Parking Assist Control Module. Refer to *Parking Assist Control Module Replacement* in SI.
3. Reprogram the Parking Assist Control Module. Refer to *K182 Parking Assist Control Module: Programming and Setup* in SI.

Note: An error, or several, may come up during setup. Disregard these, they are due to DTCs set due to the Parking Assist Module installation.

4. Perform setup on the Serial Data Gateway Module. Refer to *K56 Serial Data Gateway Module: Programming and Setup* in SI.



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Note: The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

5. Record SPS Warranty Claim Code on job card for warranty transaction submission.
6. Clear all DTCs.
7. Verify parking assist is now active on vehicle.

Customer Satisfaction Program

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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 March 31, 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.

In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through March 31, 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

N222375790 Park Assist Retrofit



March 2023

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

Dear General Motors Customer:

Our records indicate that, at the time you purchased or leased your GM vehicle, the vehicle was not equipped with Rear or Front and Rear Park Assist due to an industry-wide parts shortage.

We are pleased to inform you that you are now able to schedule an appointment with your GM dealer so they can enable your Rear or Front and Rear Park Assist feature.

What We Will Do: Your GM dealer will install the required parts and software in your vehicle to enable your Rear or Front and Rear Park Assist feature. This service will be performed for you at **no charge until March 31, 2026.**

What You Should Do: We recommend that you contact your GM dealer as soon as possible to schedule an appointment for this retrofit. By scheduling an appointment, your dealer can order the necessary parts to 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)
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 retrofit 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 GM vehicle provides you with many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N222375790