

Customer Satisfaction Program

N222371151 – Heated Steering Wheel Retrofit – Steering Wheel Replacement Only



Release Date: August 2023

Revision: 10

Revision Description: This bulletin has been revised to add certain 2022-2023 model year Cadillac XT4 vehicles to the population. In addition, the remaining final 2022 model year Cadillac XT5, Chevrolet Suburban and Tahoe vehicles have been moved to an Open status in IVH. Additional part numbers have been added, and the warranty information section has been updated to include labor time for this newly added model. Please discard all previous copies of N222371151.

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

| Make | Model | Model Year | | RPO | Description |
|-----------|-------------------------|------------|------|-----|-------------|
| | | From | To | | |
| Buick | Enclave | 2022 | 2022 | | |
| Cadillac | CT4 | 2022 | 2022 | | |
| Cadillac | CT5 | 2022 | 2022 | | |
| Cadillac | XT4 | 2022 | 2023 | | |
| Cadillac | XT5 | 2022 | 2022 | | |
| Cadillac | XT6 | 2022 | 2022 | | |
| Chevrolet | Blazer | 2022 | 2022 | | |
| Chevrolet | Silverado 1500 LTD | 2022 | 2022 | | |
| Chevrolet | Silverado 2500HD/3500HD | 2022 | 2022 | | |
| Chevrolet | Suburban | 2022 | 2022 | | |
| Chevrolet | Tahoe | 2022 | 2022 | | |
| Chevrolet | Traverse | 2022 | 2022 | | |
| GMC | Acadia | 2022 | 2022 | | |
| GMC | Sierra 1500 Limited | 2022 | 2022 | | |
| GMC | Sierra 2500HD/3500HD | 2022 | 2022 | | |
| GMC | Yukon | 2022 | 2022 | | |
| GMC | Yukon XL | 2022 | 2022 | | |

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 heat feature on the steering wheel is not functional on certain 2022-2023 model year vehicles listed above, built beginning November 17, 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 steering wheel assembly. |

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

| Quantity | Part Name | Part Number Displayed in EPC | Part Number To Be Ordered |
|----------|----------------|------------------------------|---------------------------|
| 1 | Steering Wheel | 85128539 | 85128539 |
| 1 | Steering Wheel | 85143361 | 85143361 |
| 1 | Steering Wheel | 84997097 | 85533770 |
| 1 | Steering Wheel | 84997109 | 85533782* |
| 1 | Steering Wheel | 84945917 | 87821703 |
| 1 | Steering Wheel | 84945918 | 87821704 |
| 1 | Steering Wheel | 85551801 | 87821705 |
| 1 | Steering Wheel | 85533772 | 85533772 |
| 1 | Steering Wheel | 85533780 | 85533780 |
| 1 | Steering Wheel | 84994089 | 84994089 |
| 1 | Steering Wheel | 84994090 | 84994090 |
| 1 | Steering Wheel | 84994093 | 84994093 |
| 1 | Steering Wheel | 84945911 | 87821697 |
| 1 | Steering Wheel | 85551795 | 87821699 |
| 1 | Steering Wheel | 84945914 | 87821700 |

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| | | | |
|---|----------------|-------------------------|-------------------|
| 1 | Steering Wheel | 84678264 | 84859081 |
| 1 | Steering Wheel | 84859083 | 84859083 |
| 1 | Steering Wheel | 84859084 | 84859084 |
| 1 | Steering Wheel | 84859093 | 84859093 |
| 1 | Steering Wheel | 84859097 | 85108334 |
| 1 | Steering Wheel | 84859104 | 85108339 |
| 1 | Steering Wheel | 84922936 | 85590951 |
| 1 | Steering Wheel | 84922937 | 84922937 |
| 1 | Steering Wheel | 84946327 | 84946327 |
| 1 | Steering Wheel | 84946329 | 84946329 |
| 1 | Steering Wheel | 84946331 | 84946331 |
| 1 | Steering Wheel | 85544815 | 84946333 |
| 1 | Steering Wheel | 84946335 | 84946335 |
| 1 | Steering Wheel | 84946337 | 84946337 |
| 1 | Steering Wheel | 84946339 | 84946339 |
| 1 | Steering Wheel | 84946341 | 84946341 |
| 1 | Steering Wheel | 84946343 | 84946343 |
| 1 | Steering Wheel | 84946344 | 84946344 |
| 1 | Steering Wheel | 84946346 | 84946346 |
| 1 | Steering Wheel | 85004120 | 85004120 |
| 1 | Steering Wheel | 86792567 or 86825617 | 85580671 |
| 1 | Steering Wheel | 85003691 | 85143418 |
| 1 | Steering Wheel | 85003699 | 85143422 |
| 1 | Steering Wheel | 85003705 | 85003705** |
| 1 | Steering Wheel | 85003707 | 85003707** |

* If the steering wheel part number does not populate by VIN in the EPC:

- 1) Remove the VIN filtering
- 2) Look for body styles DE69 or DF69
- 3) Part number 84997109 should populate in the list
- 4) Part number 85533782 is the correct part number to order

** If the steering wheel part number does not populate by VIN in the EPC for the XT4:

- 1) Make sure the Ultra VIN Filter is UNCHECKED
- 2) Make sure the VIN Filter is CHECKED

The EPC will be updated in the near future.

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

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.**

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.**

Warranty Information

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|------------------------|------------|-------------|----------|
| 9106623 | Replace Steering Wheel | | ZFAT | N/A |
| | XT5 | 0.4 | | |
| | XT6 | 0.5 | | |

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| | | | | |
|---------|---|-----|------|---|
| | CT4 | 0.6 | | |
| | CT5 | 0.5 | | |
| | Blazer | 0.4 | | |
| | Suburban | 0.4 | | |
| | Tahoe | 0.4 | | |
| | Acadia | 0.4 | | |
| | Yukon | 0.4 | | |
| | Yukon XL | 0.4 | | |
| | Sierra 1500 Limited | 0.5 | | |
| | Sierra 2500HD/3500HD | 0.4 | | |
| | Silverado 1500 LTD | 0.5 | | |
| | Silverado 2500HD/3500HD | 0.4 | | |
| | Traverse | 0.4 | | |
| | Enclave | 0.4 | | |
| | XT4 | 0.8 | | |
| 9106771 | Cost of the T50 impact Torx bit (only 1 claim per dealer allowed) | N/A | ZFAT | * |

Important: The tool reimbursement labor code, 9106771, must be submitted prior to the submittal of the replacement labor code 9106623 or the claim will reject. This tool is required for both N222371150 and N222371151. Only one claim per dealer is allowed for both bulletins. The tool can be reused to perform either bulletin.

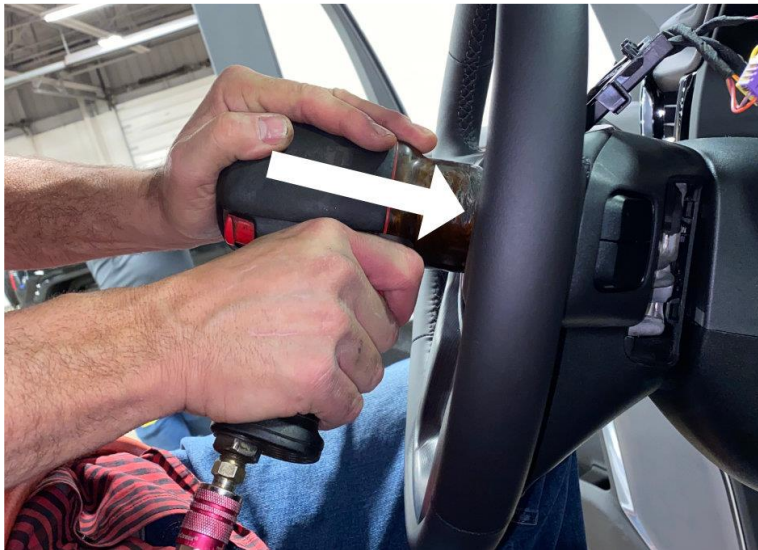
* Dealers will be allowed to purchase one ½ inch drive T50 impact Torx bit locally. Submit the actual cost of the T50 impact Torx bit, not to exceed \$20.00 USD (\$27.06 CAD).

Service Procedure

Tools, Equipment and Materials

- ½ inch drive T50 impact Torx bit*

*Dealers will be allowed to purchase one ½ inch drive T50 impact Torx bit locally.



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Caution: During steering wheel bolt removal, observe the following precautions:

- Do NOT use heat on the steering wheel bolt, steering wheel, or steering column. Using heat could cause damage to the steering related components.
- Do NOT hammer or apply excessive downward force on the steering wheel bolt, steering wheel, or steering column. Hammering or applying excessive downward force could cause damage to the steering related components.
- Damaged columns due to hammering or excessive downward force can cause a rubbing of the trim pieces potentially leading to a customer comeback.

Note:

- Steering wheel bolts installed during manufacturing require high torque efforts to remove.

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- The **ONLY** acceptable bit for removing and installing the steering wheel bolt is a T50 Torx bit. Do **NOT** use any other size bit or a worn bit.
- If a power tool is used to remove the steering wheel bolt, the tool must have a minimum torque rating greater than **75 NM (55 lb ft)** and both the power tool and the T50 Torx bit **MUST** be positioned perpendicular to the bolt recess.
- Apply appropriate downward force to maintain engagement of bit to bolt recess during bolt removal.

1. Remove and replace the Steering Wheel. Refer to *Steering Wheel 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 August 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 August 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.



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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 the heat feature on the steering wheel assembly 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 replace your steering wheel assembly.

What We Will Do: Your GM dealer will replace the steering wheel assembly. This service will be performed for you at **no charge until August 31, 2026**. After that, any applicable warranty will apply.

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) |
|-----------------------|----------------|-----------------------|
| Buick | 1-800-521-7300 | 711 / 1-800-833-2438 |
| Cadillac | 1-800-333-4223 | 711 / 1-800-833-2438 |
| Chevrolet | 1-800-222-1020 | 711 / 1-800-833-2438 |
| GMC | 1-800-462-8782 | 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

N222371151

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6621
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 3, 2023

Subject: REVISION: N222371151-10 - Customer Satisfaction Program
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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

This bulletin has been revised to add certain 2022-2023 model year Cadillac XT4 vehicles to the population. In addition, the remaining final 2022 model year Cadillac XT5, Chevrolet Suburban and Tahoe vehicles have been moved to an Open status in IVH. Additional part numbers have been added, and the warranty information section has been updated to include labor time for this newly added model. Please discard all previous copies of N222371151.

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 August 4, 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated August 3, 2023. A list of vehicles in dealer inventory for this added population is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS