

# Product Safety Recall

## N222368320 Front Seat Hook Separation



**Release Date:** June 2022

**Revision:** 01

**Revision Description:** This bulletin is being revised to add the customer letter. Please discard all previous copies of N222368320.

<b>Attention:</b>	It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.  All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.
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Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Colorado	2022	2022		
GMC	Canyon				

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.

<b>Condition</b>	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2022 model year Chevrolet Colorado and GMC Canyon vehicles. The front passenger seat frames in these vehicles may have a hook attachment that was not properly welded to the inboard track of the frame. If not properly welded, the hook could separate from the seat frame. Improper welds on the front seat structure could degrade management of occupant loads in certain crashes, which may increase the risk of injury in a crash for occupants seated in the affected front seat.
<b>Correction</b>	Dealers will inspect the front passenger seat and replace the cushion frame as necessary.

### Parts

Quantity	Part Name	Part No.
1	Frame Assembly – Front Seat Cushion	13511674

It is estimated that 1722 involved vehicles and a possibility of 9% (167) that may fail the inspection and require part replacement. **Most of these are commonly bought parts and may already be available in your Dealerships inventory.** Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

**Reminder:** Parts 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
9106373	Inspect Only – No Repair Required	0.4	ZFAT	N/A
9106374	Front Seat Cushion Frame Replacement (Includes Inspection)	1.6		

### Service Procedure

**Important: Service Agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.**

**Important:** Use only hand tools to remove the two seat attachment bolts. If power tools are used, thread locker on the bolts may bind, damaging the nuts.

**Important:** It is not necessary to completely remove the seat from the vehicle for the inspection steps of this procedure. Remove the two bolts and lift the rear of the seat to gain access to the inspection area.

1. Move the seat to the full forward position. Ensure both tracks are locked into position.

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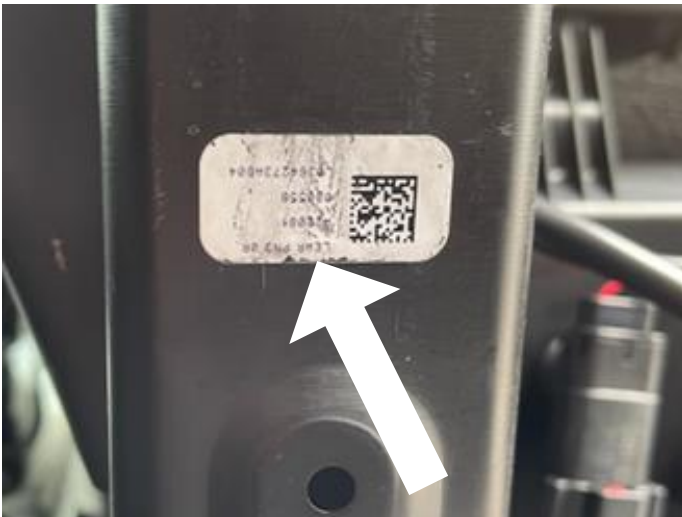
2. Remove the two seat attachment bolts. Refer to *Front Seat Removal and Installation* in SI.
3. Disengage the two front seat attachment hooks from the floor of the vehicle.



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4. Lift the back of the seat assembly in the vehicle allowing access to the inboard (center of vehicle) side of the front seat cushion frame seat track.

**TIP:** Use a Cell phone camera to take a picture of the manufacturing label, this will allow a clearer view of the printed information.



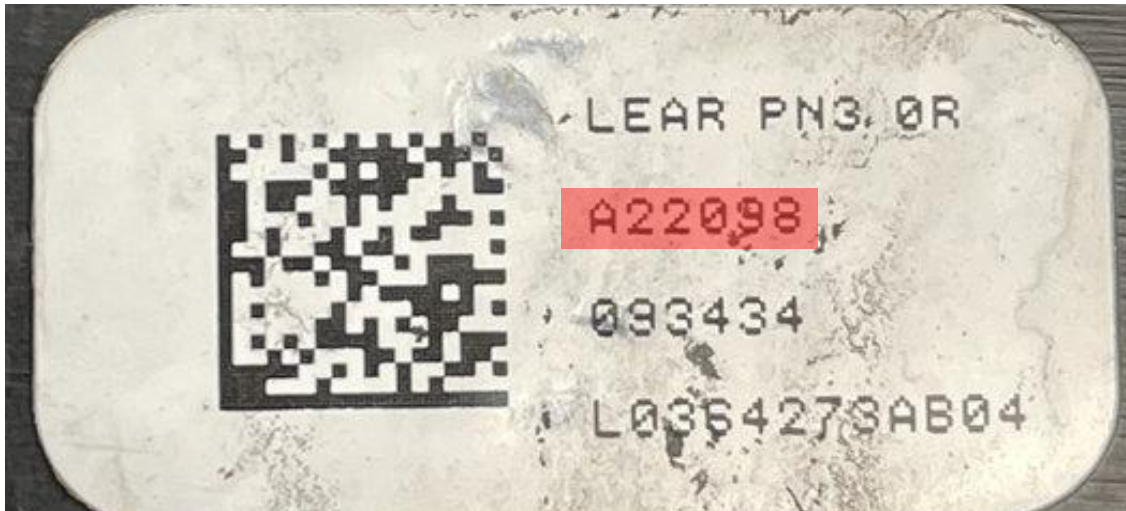
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5. Locate the manufacturing label mounted to the underside of the seat track.

**Important:** If the manufacturing label is missing or unreadable, replace the passenger front seat cushion frame.

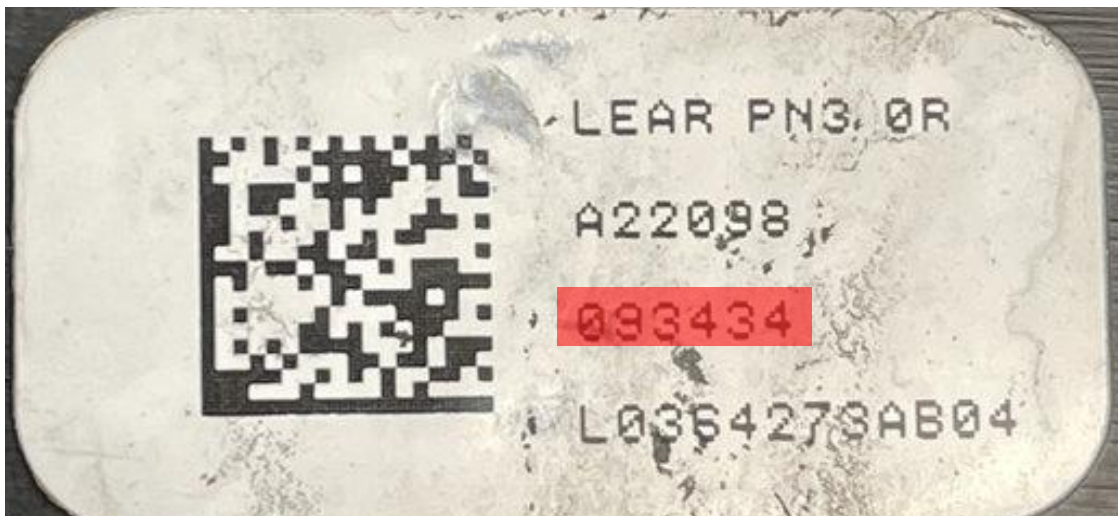
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6. Locate the build date section of the manufacturing label on the seat track.
  - If date is **A22081**, proceed to step #7
  - If it is not the identified date, no further action is required. Reinstall the seat. Refer to *Front Seat Removal and Installation* in SI.



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**Important:** The time code format is Hour Minute Second. 011320 - 092819 equals 1:13:20 AM - 9:28:19 AM

7. Locate the build **time** section of the manufacturing label.
  - If the time is between **011320 - 092819** proceed to step #8.
  - If it is not within the identified time range, no further action is required. Reinstall the seat. Refer to *Front Seat Removal and Installation* in SI.
8. Replace the passenger front seat cushion frame. Refer to *Front Seat Cushion Frame Replacement* in SI.

#### **Dealer Responsibility** – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the

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condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to 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 recall. 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 recall 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 recall on their vehicle (see copy of customer letter included with this bulletin).

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



# IMPORTANT SAFETY RECALL

June 2022

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2022 model year Chevrolet Colorado or GMC Canyon. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM safety recall N222368320.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The front passenger seat frames in these vehicles may have a hook attachment that was not properly welded to the inboard track of the frame. If not properly welded, the hook could separate from the seat frame. If the hook attachment separates, the seat may rattle and feel loose. Improper welds on the front seat structure could degrade management of occupant loads in certain crashes, which may increase the risk of injury in a crash for occupants seated in the affected front seat.

### What will we do?

Your GM dealer will inspect the front passenger seat and replace the cushion frame as necessary. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and if necessary, service correction time of approximately 2 hours.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

### Do you have questions?

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
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	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 22V375.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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