

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6295  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 29, 2022

Subject: N222377890 - Safety Recall  
Inspection Available: Seat Height-Adjust Pivot Bolt May Be Loose

Models: 2022 – 2023 Chevrolet Equinox  
2022 GMC Terrain

To: All General Motors Dealers

General Motors is releasing Safety Recall N222377890 today. The total number of U.S. vehicles involved is approximately 7,751. Please see the attached bulletin for details.

The parts needed to complete the required repair are not yet available. All VINs will be placed in Incomplete Remedy Not Available status.

This bulletin contains an inspection procedure for both dealer inventory and customer vehicles. It is estimated that a very small percentage of the involved vehicles will fail the inspection and require part replacement. **Vehicles (both dealer inventory and customer owned) that pass this inspection procedure should be closed using the “Inspect Only – Vehicle Passed Inspection (No Further Action Required)” labor code 9106479.**

**Vehicles in dealer inventory:** Vehicles in dealer inventory that do not pass the inspection procedure contained in this bulletin **cannot be sold or delivered to the customer.** When the required parts become available, a revision will be made to this bulletin, at which time those vehicles can be repaired, closed, and delivered. All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes unless the vehicle has passed the inspection procedure contained in this bulletin.

**Customer-owned vehicles:** If a customer inquires about this safety recall, advise the customer an inspection procedure is available. If a customer-owned vehicle passes the inspection procedure contained in this bulletin, the customer should be advised that their vehicle has passed and there is no need to return their vehicle to the dealership for service under this recall. If the vehicle does not pass the inspection procedure, place the customer into a rental/loaner vehicle until remedy parts are available. See *General Motors Service Policies and Procedures Manual or Warranty Administration Bulletin 17-NA-073: Field Action Courtesy Transportation Policy* for further information.

**Further advise the customer that GM is working to obtain the parts necessary to complete the recall repairs** and will send the customer a letter when parts are available.

#### **Frequently Asked Questions (FAQs)**

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity of parts is available, the recall bulletin will be updated and dealers can begin repairing vehicles that did not pass the initial inspection.

#### **Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated September 29, 2022. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

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