

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6372
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 15, 2022

Subject: Update on Stop Delivery Order for Upcoming Safety Recall N222388910
Passenger Occupant Sensing
VINs Moved to new Safety Recall N222388911

Models: 2023 Chevrolet Equinox
2023 GMC Terrain

To: All General Motors Dealers

STOP DELIVERY ORDER

As previously communicated on December 9, 2022, via GlobalConnect Message GCUS-3-2724, certain 2023 model year Chevrolet Equinox and GMC Terrain vehicles in new or used vehicle inventory were placed on stop delivery. This communication is to inform dealers that the VINs previously included in Stop Delivery N222388910 have been moved to new Safety Recall N222388911. All VINs will remain in "Incomplete. Remedy Not Available" status.

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 until the defect is remedied.

General Motors has decided that a defect which relates to motor vehicle safety exists in a small number of 2023 model year Chevrolet Equinox and GMC Terrain vehicles equipped with ventilated front seats. An Occupant Classification System (the "sensing system") in these vehicles is designed to disable the front passenger airbag if a small child or child restraint is detected in the seat. The vent assemblies in these seats may be missing certain foam spacers, which under certain conditions may cause the sensing system not to properly disable the airbag. If the sensing system is not able to properly identify an occupant in the front passenger seat, the airbag may deploy in a crash when the occupant protection strategy was to disable the airbag, increasing the risk of injury.

Parts are not currently available, but when parts are available, dealers will replace the passenger presence system which includes the ventilation assembly.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this upcoming recall on December 15, 2022. This

action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. To identify involved vehicles in dealer used inventory, run an Open VIN Report or Field Action Initiation Report using Field Action Reports-GFAM within the Maxis Dealer Application in GlobalConnect.

Question and Answer Document (Q&A)

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.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "12/15/2022" under Release Date and "Incomplete. Remedy Not Available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity of parts are available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE
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