

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6443  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 10, 2023

Subject: Upcoming Safety Recall N222372310  
Inadequate Fuel Pump Flow - Population Update in IVH

Models: 2021-2022 Chevrolet Equinox  
2022 GMC Terrain

To: All General Motors Dealers

On January 19, 2023 General Motors announced Upcoming Safety Recall N222372310 on certain 2021-2022 model year Chevrolet Equinox and 2022 GMC Terrain vehicles via GlobalConnect Message GCUS-3-2781. The population for this field action has now been defined and uploaded into IVH.

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 certain 2021-2022 model year Chevrolet Equinox and 2022 model year GMC Terrain vehicles. These vehicles have a condition in which the fuel pump module may not consistently provide sufficient fuel to the engine. If the engine does not receive adequate fuel, the vehicle may stall. A vehicle stall could increase the risk of a crash.

Parts are not currently available, but when parts are available, dealers will replace the fuel pump module.

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.

**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.

The Investigate Vehicle History screen in the Global Warranty Management system was updated for this upcoming Safety recall on February 10, 2023. This

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

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "02/10/2023" 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.

END OF MESSAGE  
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