

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6308
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 12, 2022

Subject: N222379820 - Customer Satisfaction Program
Essential Operating and Safety Info Manual Not Installed

Models: 2023 Chevrolet Suburban
2023 Chevrolet Tahoe
2023 GMC Yukon, Yukon XL

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222379820 today. The total number of U.S. vehicles involved is approximately 5,962. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on October 26, 2022.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated October 12, 2022. A list of vehicles in dealer inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N222379820 Essential Operating and Safety Info Manual Not Installed



Release Date: October 2022

Revision: 00

Attention: This program is in effect until October 31, 2024.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Suburban	2023	2023		
Chevrolet	Tahoe				
GMC	Yukon, Yukon XL				

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	Certain 2023 model year Chevrolet Suburban, Chevrolet Tahoe, and GMC Yukon and Yukon XL vehicles may have the Essential Operating and Safety Info Manual missing from the vehicle.
Correction	Dealers are to place the Essential Operating and Safety Info Manual into the vehicle's glovebox. Because this manual can be easily placed in the glovebox by the customer, and to reduce their inconvenience, manuals will be mailed to customers of record.

Parts

Quantity	Part Name	Part No.
1	Chevrolet Essential Operating and Safety Manual	WPC874
1	GMC Essential Operating and Safety Manual	WPC875

The owner manual can be obtained from the Warranty Parts Center (WPC) using the TSP Dealer Request Form located on Global Connect<Service Department<Service Forms Application<General Information tab<TSP Dealer Request Form. Instructions for submitting are on the form. The part numbers are in the table above.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106465	Install Essential Operating and Safety Info Manual	0.2	ZFAT	N/A

Service Procedure

Place the Essential Operating and Safety Info Manual into the glovebox.

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/repared 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 October 31, 2024. 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 October 31, 2024, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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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.

Customer Notification

USA & Canada - General Motors will notify customers of this program 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**

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October 2022

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2023 model year Chevrolet Suburban, Chevrolet Tahoe, GMC Yukon or GMC Yukon XL may have the Essential Operating and Safety Info manual missing from the vehicle.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your Essential Operating and Safety Info Manual is included with this letter. This manual should be placed in your glovebox.

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	

We truly appreciate you taking the time to remedy 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 many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosure
N222379820