

Customer Satisfaction Program

N212354520 Heated Vented Seats Retrofit Due to Chip Shortage - Front Seats Only



Release Date: September 2022

Revision: 00

Attention: This program is in effect until November 30, 2025.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Enclave	2022	2022		
Buick	Encore GX	2022	2023		
Cadillac	CT4	2022	2023		
Cadillac	CT5	2022	2023		
Chevrolet	Camaro	2022	2022		
Chevrolet	Colorado	2022	2022		
Chevrolet	Equinox	2022	2022		
Chevrolet	Malibu	2022	2022		
Chevrolet	Trailblazer	2022	2023		
GMC	Acadia	2022	2022		
GMC	Canyon	2022	2022		
GMC	Terrain	2022	2022		

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	Due to the industry-wide semiconductor shortage, the front heated/ventilated seats, front heated seats, or rear heated seats are not functional on certain 2022-2023 model year vehicles listed above, built beginning November 15, 2021. The affected vehicle owners should have been made aware of the condition at sale, and notified that once parts are available, they would be eligible for a no additional cost retrofit to enable the feature.
Correction	Dealers are to replace the front seat heater control module, reprogram the body control module and on some vehicles, reprogram the HVAC control module.

Parts

Quantity	Part Name	Part No.
1	Front Seat Heater Vent Control Module	*

***Warning: To avoid potential personal injury and/or part damage, the EPC and VIN MUST BE USED to order the correct part.**

Important: Due to limited initial parts availability, dealers should not order parts included in this field action for use as shelf stock. Parts should only be ordered when the dealer has confirmed and validated the customer has a scheduled appointment with the service department.

Parts required to complete this repair are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. **Order parts on a CSO = Customer Special Order only.** DRO's may be cancelled. Place the VIN # in the notes field of the order. If there is no VIN in the notes field your order may be cancelled. Please **do not place orders as SPAC**; it will delay shipment of the order and will not provide visibility.

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.

For Export: Please contact CCA's Export Order Fulfillment group to place the order on your behalf.

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6. Before removing scan tool, verify proper operation of heated seats by pressing heated seat buttons and checking for DTCs.

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/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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through November 30, 2025. 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 November 30, 2025, you must take the steps necessary to be sure the program correction has been made before selling or 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 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.

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 program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.



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

Dear General Motors Customer:

Our records indicate that, at the time you purchased or leased your GM vehicle, the vehicle was not equipped with some of its intended features due to a nationwide parts shortage.

We are pleased to inform you that your GM dealer is now ready to enable your front heated seats or front heated/ventilated seats. However, due to continued parts shortages, your vehicle may have additional features that will require service at a later date in order to be enabled. We will contact you once parts are available to enable those features in your vehicle.

Please note, if your vehicle is intended to be equipped with ventilated seats, an additional visit to your dealer may be needed to enable this feature.

What We Will Do: Your GM dealer will install the required parts and software in your vehicle to enable your front heated seats or front heated/ventilated seats. This service will be performed for you at **no charge until November 30, 2025**.

What You Should Do: We recommend that you contact your GM dealer as soon as possible to schedule an appointment for this retrofit.

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)
Buick	1-800-521-7300	711 / 1-800-833-2438
Cadillac	1-800-333-4223	711 / 1-800-833-2438
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 appreciate your patience while we continue to work to obtain the necessary parts to enable these features in your GM vehicle. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you with many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

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