

Reference Number: GCUS-3-2993

N232414720 - Safety Recall - Steering Gear Shaft Fracture

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6634

URGENT - DISTRIBUTE IMMEDIATELY

Date: August 3, 2023

Subject: N232414720 - Safety Recall

Steering Gear Shaft Fracture

Models: 2024 Chevrolet Silverado 2500 HD/3500 HD

2024 GMC Sierra 2500 HD/3500 HD

To: All General Motors Dealers

General Motors is releasing Safety Recall N232414720 today. The total number of U.S. vehicles involved is approximately 4,027. 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. 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 9106931.

It is estimated that a very small percentage of the involved vehicles will fail the inspection and require part replacement. Vehicles that do not pass the inspection must be held and not delivered to customers until the repair is completed. The bulletin will be updated when the remedy and required parts become available, at which time those vehicles can be repaired, closed, and delivered.

Frequently Asked Questions Document (FAQs)

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

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated August 3, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

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