

Safety Recall

N232414720 Steering Gear Shaft Fracture



Release Date: September 2023

Revision: 01

Revision Description: This bulletin is being revised to add the final repair for vehicles that did NOT pass the inspection and to include a copy of the customer notification letter. Please discard all previous copies of bulletin N232414720.

Attention: 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 under a sale or lease until the defect or noncompliance is remedied.

Vehicles that did not pass the inspection in this recall were placed on stop delivery August 3, 2023. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until either the inspection or inspection and repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500 HD/3500 HD	2024	2024		
GMC	Sierra 2500 HD/3500 HD				

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	General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2024 model year Chevrolet Silverado 2500/3500 and 2024 model year GMC Sierra 2500/3500 vehicles. In these vehicles, the steering gear shaft may contain a supplier manufacturing defect that may result in a fracture of the shaft that attaches to the steering (pitman) arm. If the steering gear shaft fractures and the steering arm becomes disconnected, the driver will be unable to steer the vehicle, increasing the risk of a crash.
Correction	Dealers will inspect the steering gear and replace if necessary.

Parts

Quantity	Part Name	Part No.
1	Steering Gear (RPO NV8)	86802099
1	Steering Gear (Standard Assist)	86802094
1	Steering Gear (High Assist)	86802093
1	Washer, Pit Arm (Pitman Arm to Gear Nut)	11610455
1	Nut, Pit Arm (M30x1.5, 12.5 THK) Pitman Arm to Gear	11610454
2	Steering Linkage / Pitman Arm Nut	11516133
2	Power Steering Fluid	19329448 US 19329449 CA 88865888 EXP

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Steering Gear to order.

VIN Verification on part 86802099

If you have one of the involved vehicles that needs part 86802099, you must place a CSO order and add a SPAC case with the appropriate VIN. Due to limited inventory, VIN Verification will be conducted on the vehicle identification number you input and if it isn't an OPEN Recall in IVH then the order will be cancelled daily. All order orders except SPAC will be cancelled for this part, 86802099.

It is estimated that only 1% of involved vehicles will require Steering Gear Replacement. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

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.

Safety Recall

N232414720 Steering Gear Shaft Fracture



Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106931	Inspect Only – Vehicle Passed Inspection (No Further Action Required)	0.3	ZFAT	N/A
9106932	Inspect Only – Vehicle Did Not Pass Inspection and Will Require Repair – claim submission will not close field action	0.3	ZFAT	N/A
9106944	Steering Gear Replacement (includes inspection and front end alignment) With RPO NV8 Without RPO NV8	2.7 2.6	ZFAT	N/A
9106950	Floor Plan Reimbursement – NEW INVENTORY ONLY (for vehicles that were held and DID NOT pass inspection)	N/A	ZFAT	*

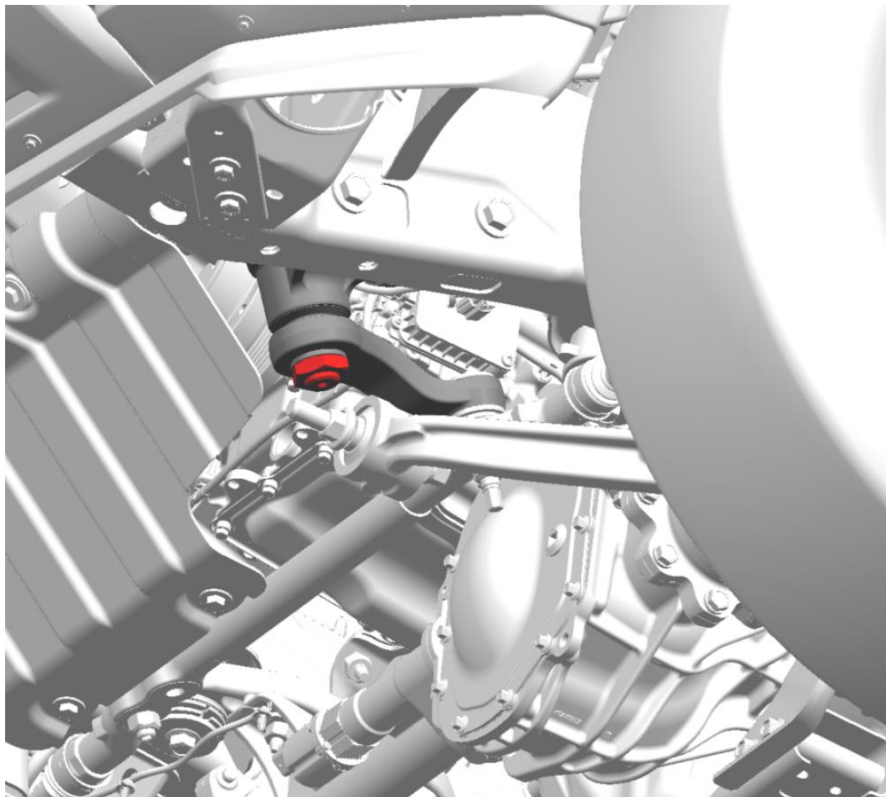
Floor Plan Reimbursement – NEW INVENTORY ONLY

* **USA & Canada Dealers Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (August 3, 2023) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 53 days).

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2024 Chevrolet Silverado 2500 HD/3500 HD	\$16.73	\$19.54
2024 GMC Sierra 2500 HD/3500 HD	\$20.14	\$21.49

Service Procedure

1. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Inspect the Steering Gear Pinion Shaft/Pitman arm nut to see if they are intact.



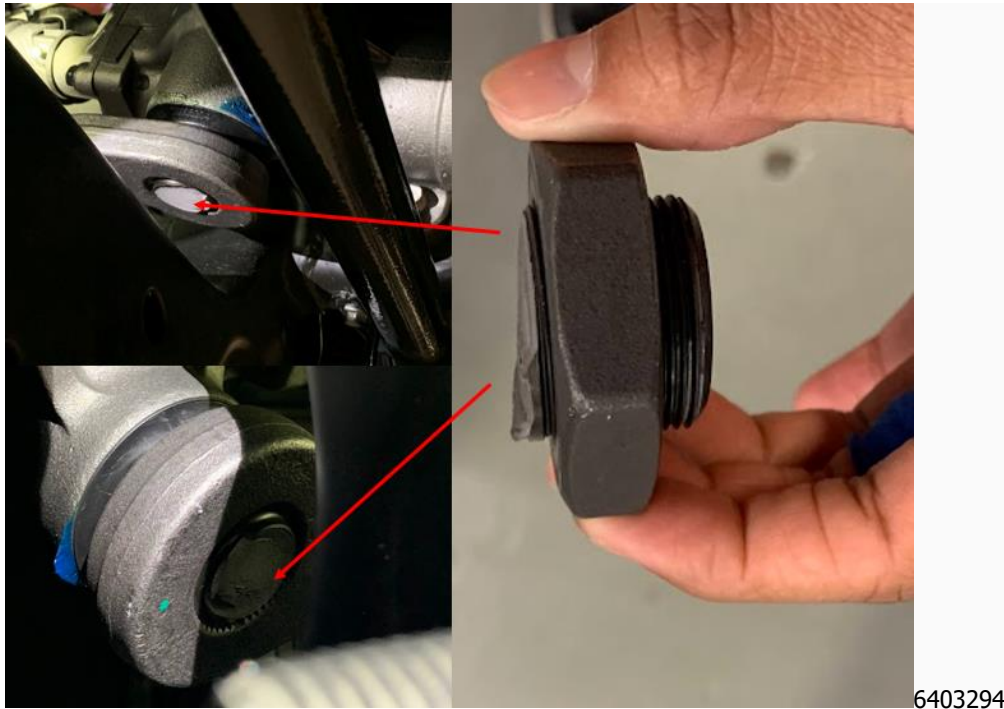
6403296

Safety Recall

N232414720 Steering Gear Shaft Fracture



- If the inspection determines that the steering gear does NOT need to be replaced (steering gear pinion shaft and nut are intact), no further action is required.



- If the steering gear pinion shaft is broken/sheared off, as shown above, proceed to step 3.
3. Replace the steering gear. Refer to *Hydraulic Recirculating Ball Steering Gear Replacement* in SI according to the RPOs associated with your vehicle.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this recall 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 Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Safety Recall

N232414720 Steering Gear Shaft Fracture



Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to 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 recall. 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 recall 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 recall 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.

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**



IMPORTANT SAFETY RECALL

September 2023

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2024 model year Chevrolet Silverado 2500/3500 and 2024 model year GMC Sierra 2500/3500 vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall N232414720.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2024 model year Chevrolet Silverado 2500/3500 and 2024 model year GMC Sierra 2500/3500 vehicles. In these vehicles, the steering gear shaft may contain a supplier manufacturing defect that may result in a fracture of the shaft that attaches to the steering (pitman) arm. If the steering gear shaft fractures and the steering arm becomes disconnected, the driver will be unable to steer the vehicle, increasing the risk of a crash.

What will we do?

Your GM dealer will inspect the steering gear and replace if necessary. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 3 hours.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

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	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 23V549.

Safety Recall
N232414720 Steering Gear Shaft Fracture



Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto
Vice President
Global Product Safety and Systems

GM Recall: N232414720