

Safety Recall

N242447080 Drive Unit Loss of Propulsion



Release Date: May 2024

Revision: 00

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.

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

For EV Involved Vehicles: The repairs outlined in this bulletin must only be completed at an authorized EV dealer and repairs must be performed by a technician who has successfully completed the applicable technical training required to perform this repair.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	LYRIQ	2024	2024		
Chevrolet	Blazer EV				
Chevrolet	Silverado EV				
GMC	HUMMER EV SUV				
GMC	Sierra EV				

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 a small number of 2024 model year Cadillac LYRIQ, Chevrolet Blazer EV and Silverado EV, and GMC HUMMER EV and Sierra EV vehicles. The electric motors in these vehicles' rear drive units may include wires that are not sufficiently insulated, potentially allowing the wires to contact each other. If wire-to-wire contact occurs, the drive motor will shut down, causing the vehicle to lose propulsion. If the vehicle loses propulsion without warning, there is increased risk of a crash.
Correction	Dealers will replace the rear drive unit.

Parts

For the Drive Units (Remedy Parts) – For U.S. and Canada:

TAC Restriction

The parts required for this program are on restriction through the GM Technical Assistance Center (TAC). Please contact TAC at telephone number US 1-877-446-8227 (Action Center prompt) or Canada 1-800-263-7740 for English or 1-800-263-7960 for French.

Parts LYRIQ EV

Quantity	Part Name	Part No.
1	MODULE, RR ELEC DRV TRANSAXLE	24057760
2	BOLT, RR S/ABS (M14X2.0X90)	11589358
2	BOLT, RR SUSP LINK (M12X1.75X75)	11610909
2	BOLT, RR SUSP TRAILING ARM (M12X1.75X70.9)	11609606
2	BOLT, RR SUSP UPR CONT ARM INR	11610884
2	NUT, RR WHEL DRV SHF	11612295
2	WASHER, RR WHL DRV	11604736
2	BOLT, RR DRV MOT RR MT	11603529
1	BOLT, RR DRV MOT MT (M12X1.75X115.9)	11589282
3	BOLT, RR DRV MOT MT (M12X1.75X60)	11609605
As required (Up to 12.68Q)	COOLANT	12378390
As required (Up to 4.49Q)	TRANSMISSION FLUID	19352619

Safety Recall

N242447080 Drive Unit Loss of Propulsion



Parts Silverado EV/Sierra EV

Quantity	Part Name	Part No.
1	MODULE, RR ELEC DRV TRANSAXLE	24057758
2	NUT, RR WHL DRV SHF	11612295
2	WASHER, FRT WHL DRV SHF	11603808
2	BOLT/SCREW-DIFF CARR FRT	11604512
3	BOLT, RR DRV MOT RR MT	11547108
4	BOLT, RR DRV MOT MT (M12X1.75X60)	11609605
As required (Up to 22.76)	COOLANT	12378390
As required (Up to 4.49Q)	TRANSMISSION FLUID	19352619

Parts Blazer EV

Quantity	Part Name	Part No.
1	MODULE, RR ELEC DRV TRANSAXLE	24057759
2	BOLT, RR S/ABS (M14X2.0X90)	11589358
2	BOLT, RR SUSP LINK (M12X1.75X75)	11610909
2	BOLT, RR SUSP TRAILING ARM (M12X1.75X70.9)	11609606
2	BOLT, RR SUSP UPR CONT ARM INR	11610884
2	NUT, RR WHEL DRV SHF	11612295
2	WASHER, RR WHL DRV	11604736
2	BOLT, RR DRV MOT RR MT	11603529
1	BOLT, RR DRV MOT MT (M12X1.75X115.9)	11589282
3	BOLT, RR DRV MOT MT (M12X1.75X60)	11609605
As required (Up to 10.93 Q)	COOLANT	12378390
As required (Up to 4.49Q)	TRANSMISSION FLUID	19352619

Parts HUMMER EV

Quantity	Part Name	Part No.
1	MODULE, RR ELEC DRV TRANSAXLE	24055152
2	RING,OUTPUT SHF RET	24048716
2	SEAL,OUTPUT SHF(O RING)	24041753
2	BOLT,RR DRV MOT RR MT (M12X1.75X116)	11610917
13	BOLT, RR DRV MOT RR MT (M12X1.75X60)	11609605
As required (Up to 22.19Q)	COOLANT	12378390
As required (Up to 3.85Q)	TRANSMISSION FLUID	19352619

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107194*	Replace rear Drive Unit (Includes Programming via SPS)	8.3	ZFAT	N/A
	LYRIQ	8.3		
	Blazer EV	11.9		
	HUMMER EV (Includes Alignment)	6.0		
	Silverado EV/Sierra EV			

Service Procedure

1. Replace the Rear Electric Drive Transmission Module. Refer to *Rear Electric Drive Transmission Module Replacement* in SI.

Safety Recall

N242447080 Drive Unit Loss of Propulsion



Important: * To avoid warranty transaction rejections, carefully read and follow the instructions below:

Labour Time [Top]
Labour Operation Code:
Additional labour op code information:
SPS Warranty Claim Code:
6125814

- The Warranty Claim Code from the programming event must be accurately entered in the “Warranty Claim Code” field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the “Correction” field on the job card. Dealers must also enter one of the codes in the “Warranty Claim Code” field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

Warranty Claim Code Information Retrieval

VIN	Module	Function	Warranty Claim Code	Job Card
[REDACTED]	K73 - Telematics Communication Interface Control Module	Programming & Service Activation	[REDACTED]	test
[REDACTED]	K9 - Body Control Module	Programming	[REDACTED]	test
[REDACTED]	K5 - Automatic Level Control Module Ignition	Off	[REDACTED]	test driver
[REDACTED]	K56 - Serial Data Gateway Module	Programming	[REDACTED]	test driver

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If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

- Open TLC on the computer used to program the vehicle.
- Select and start SPS2.
- Select Settings (1).
- Select the Warranty Claim Code tab (2).

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.

Safety Recall

N242447080 Drive Unit Loss of Propulsion

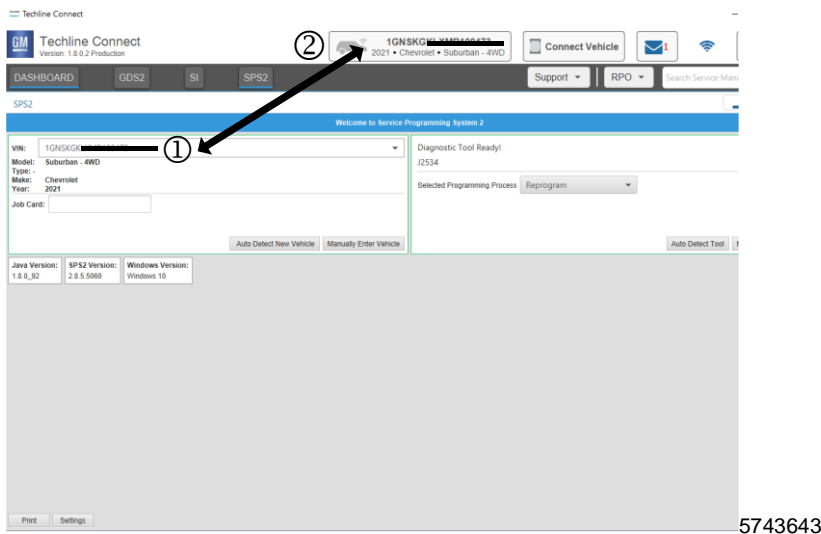


- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.

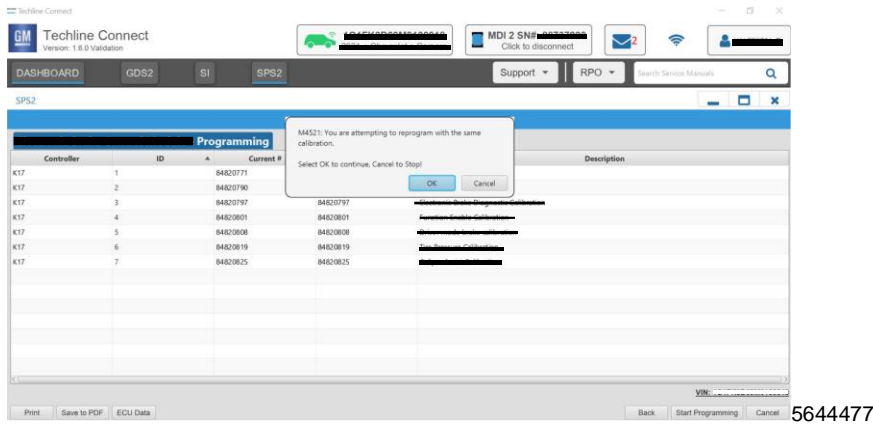
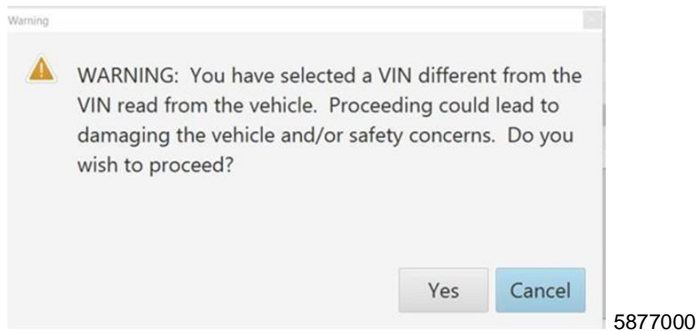
Caution: Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.



Important: If the vehicle VIN DOES NOT match, the message below will be shown.

Safety Recall

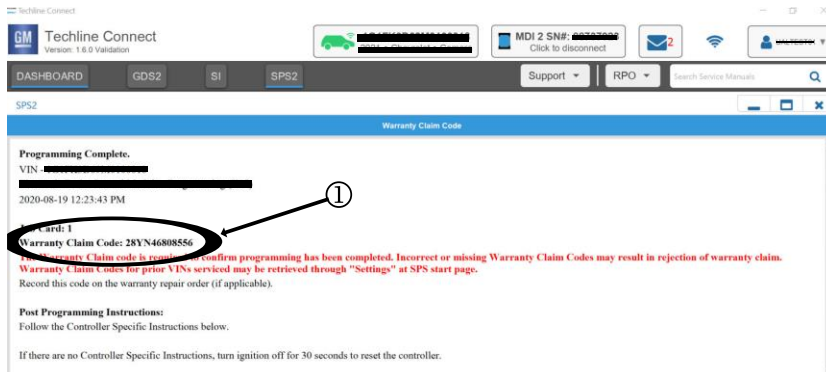
N242447080 Drive Unit Loss of Propulsion



Important: Techline Connect screens shown above.

Important: If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

2. Reprogram the Drive Motor Control Module. Refer to *K107 Drive Motor Control Module: Programming and Setup* in SI.



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Note: The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

3. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Safety Recall

N242447080 Drive Unit Loss of Propulsion



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/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 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.

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. 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 recall 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 recall 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.

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**