

# F/CMVSS Noncompliance Recall

## N242468880 Headlamp Flicker



**Release Date:** October 2024

**Revision:** 01

**Revision Description:** This bulletin is being revised to update the Service Procedure. Please discard all previous copies of N242468880.

**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 involved in this recall were placed on stop delivery September 12, 2024. 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 the repair contained in this bulletin has been performed on the vehicle.

**Important: US Only:** Both Headlamp LED Driver Modules are on Mandatory Core Return. Do not discard the removed Headlamp LED Driver Modules or the packaging included with the new modules. You will be required to reuse packaging to return both modules to complete this field action. Both modules are to be returned through the standard core return process. Package all modules for return as they were originally packaged. Refer to *General Motors Core Return Portal Dealer User Manual* in GlobalConnect.

| Make | Model  | Model Year |      | RPO | Description |
|------|--------|------------|------|-----|-------------|
|      |        | From       | To   |     |             |
| GMC  | Canyon | 2024       | 2024 |     |             |

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.

|                   |  |
|-------------------|--|
| <b>Condition</b>  | General Motors has decided that certain 2024 model year GMC Canyons fail to conform to Table I-a: “Required Lamps and Reflective Devices” of Federal/Canada Motor Vehicle Safety Standard No. 108, “Lamps, reflective devices, and associated equipment.” The left and/or right headlights may flicker under various conditions, including while driving and while the vehicle is in park. Headlamp flickering may momentarily decrease the effectiveness of the vehicle’s headlights, increasing the risk of a crash. |
| <b>Correction</b> | Dealers will replace a module in the headlight that includes the correct software.   |

### Parts

| Quantity | Part Name                  | Part No. |
|----------|----------------------------|----------|
| 2        | Headlamp LED Driver Module | 85829167 |

**Important: US Only:** Both Headlamp LED Driver Modules are on Mandatory Core Return. Do not discard the removed Headlamp LED Driver Modules or the packaging included with the new modules. You will be required to reuse packaging to return both modules to complete this field action. Both modules are to be returned through the standard core return process. Package all modules for return as they were originally packaged. Refer to *General Motors Core Return Portal Dealer User Manual* in GlobalConnect.

**Important:** Parts required to complete this recall 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. **All orders will be reviewed prior to being filled.** Parts may have quantity limiters in effect.

**Reminder:** Parts may be removed from SPRINT and Retail Inventory Management (RIM) and be non-returnable. Dealers should review the affected parts to confirm RIM managed status.

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### Warranty Information

| Labor Operation | Description  | Labor Time | Trans. Type | Net Item |
|-----------------|--|------------|-------------|----------|
| 9107642         | Driver and Passenger Headlamp Module Replacement                       | 1.3        | ZFAT        | N/A      |
| 9107643         | Floor Plan Reimbursement – NEW INVENTORY ONLY                          | N/A        | ZFAT        | *        |
| 9107644         | Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY | N/A        | ZFAT        | **       |

**Note:** To avoid having to “H” route the floor plan / WCAP transaction for approval, it must be submitted prior to the repair transaction.

**Important: US Only:** Both Headlamp LED Driver Modules are on Mandatory Core Return. Do not discard the removed Headlamp LED Driver Modules or the packaging included with the new modules. You will be required to reuse packaging to return both modules to complete this field action. Both modules are to be returned through the standard core return process. Package all modules for return as they were originally packaged. Refer to *General Motors Core Return Portal Dealer User Manual* in GlobalConnect.

### 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 (September 12, 2024) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 17 days).

| Vehicle         | Floor Plan Reimbursement Amount |         |
|-----------------|---------------------------------|---------|
|                 | USA                             | Canada  |
| 2024 GMC Canyon | \$15.82                         | \$13.80 |

### Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

**Note: USA & Canada Only** - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

**Important: The WCAP ZSET transaction labor code, 9800134, provided in the dealer message sent on September 24, 2024 (USA) or September 24, 2024 (Canada), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.**

\*\* **USA & Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (September 12, 2024) to the date the inspection or repair closed the recall bulletin (not to exceed 17 days).

| Vehicle         | Working Capital Assistance Program Reimbursement Amount |         |
|-----------------|---|---------|
|                 | USA   | Canada  |
| 2024 GMC Canyon | \$17.24   | \$25.83 |

### Special Tool

There are no Special Tools required for this procedure, however it is recommended to use an ultra low profile ratcheting wrench/driver or similar to perform this repair. Pictured below are examples of the recommended tools. Depending on build date, the vehicle may have Torx or Phillips head screws.

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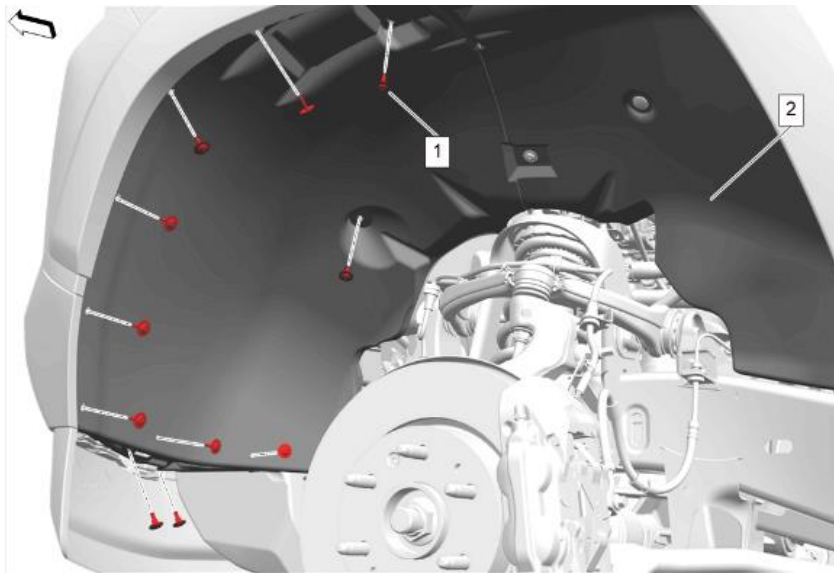
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### Service Procedure

**Important: US Only:** Both Headlamp LED Driver Modules are on Mandatory Core Return. Do not discard the removed Headlamp LED Driver Modules or the packaging included with the new modules. You will be required to reuse packaging to return both modules to complete this field action. Both modules are to be returned through the standard core return process. Package all modules for return as they were originally packaged. Refer to *General Motors Core Return Portal Dealer User Manual* in GlobalConnect.

1. Vehicle OFF, headlamps OFF.
2. Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
3. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
4. Remove both front wheels. Refer to *Tire and Wheel Removal and Installation* in SI.

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5. Remove the front wheel liner fasteners (1) from both sides as shown above.



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6. Reposition the front wheelhouse liner to gain access to the Headlamp LED Driver Module.

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**Important:** Care must be taken to avoid losing or damaging the three Headlamp LED Driver Module fasteners.

**Note:** Refer to Special Tools if there is difficulty accessing the fasteners.

7. Remove the three fasteners securing the Headlamp LED Driver Module.

**Note:** Do not pull or overextend the headlamp harness, as connector damage will occur.

8. Release the Headlamp LED Driver Module from the headlamp housing.

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9. Disengage the connector position assurance clip on the connector as shown above and press the tab to remove the connector from the Headlamp LED Driver Module. Use care not to induce excessive stress on the connector.
10. Connect a NEW Headlamp LED Driver Module to the headlamp harness. Ensure the connector is correctly seated and that the connector position assurance clip has been seated after installation.  
**Note:** Do NOT use any lubricant on the Headlamp LED Driver Module seal or connector.
11. Install the Headlamp LED Driver Module into the headlamp housing and press until the module seats within the bore.  
**Note:** Care must be taken while installing the Headlamp LED Driver Module screws to avoid stripping the holes within the headlamp housing.
12. Start the three Headlamp LED Driver Module screws by hand, then tighten. Ensure the Headlamp LED Driver Module has seated as designed within the headlamp housing.
13. Repeat steps 6-12 for the opposite side.
14. Reconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.  
**Note:** If the headlamps do not immediately illuminate, please wait 15 minutes with the ignition OFF before performing any additional diagnostics. This will only occur on some vehicles during the module's first power cycle.
15. Vehicle ON, verify both headlamps operate as designed.
16. Reinstall the front wheel liners.
17. Reinstall the front wheels and lower the vehicle. Refer to *Tire and Wheel Removal and Installation* in SI.

### 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

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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. 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 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 (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

October 2024

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 certain 2024 model year GMC Canyon vehicles fail to conform to Federal Motor Vehicle Safety Standard FMVSS No. 108, "Lamps, reflective devices, and associated equipment." As a result, GM is conducting a 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 N242468880.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

**Why is your vehicle being recalled?**

The left and/or right headlights may flicker under various conditions, including while driving and while the vehicle is in park. Headlamp flickering may momentarily decrease the effectiveness of the vehicle's headlights, increasing the risk of a crash.

**What will we do?**

Your GM dealer will replace a module in the headlight that includes the correct software. 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 service correction time of approximately 90 minutes.

**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 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         |
|-----------------------|----------------|
| GMC                   | 1-800-462-8782 |
| 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 24V673.

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

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