

FMVSS Noncompliance Recall

N242474560 Turn Signal and Park Lamp Intensity



Release Date: October 2024

Revision: 02

Revision Description: This bulletin has been revised to provide a clarified service procedure with additional graphics and tips. Please discard all previous copies of N242474560.

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 October 10, 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.

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		
GMC	Sierra EV	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.

Condition	General Motors has decided that certain 2024 model year GMC Sierra EV vehicles fail to conform to Section S7.1.1.12.1 of Federal Motor Vehicle Safety Standard (FMVSS) No. 108, "Lamps, reflective devices, and associated equipment." The calculated photometric intensity ratio of the front turn signal lamp and the parking lamp is below the minimum value required when combined in a single lamp. If there is not a sufficiently discernable difference between the front turn signal lamp and the parking lamp, other road users may not be aware of the driver's intentions, increasing the risk of a crash.
Correction	Dealers will replace the headlamp multipurpose LED driver (MLD) module.

Parts

Quantity	Part Name	Part No.
2	Headlamp LED Driver Module	85837818

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. Parts may have quantity limiters in effect. There is a small number of vehicles anticipated that will need this fix. **Due to the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107674	Driver and Passenger Headlamp Module Replacement	1.7	ZFAT	N/A

Service Procedure

1. Vehicle OFF, headlamps OFF.

Warning: Always ensure the Battery Maintenance Mode is inactive before disconnecting the low voltage 12 volt battery (or batteries). This mode can be active with the ignition off, regardless of whether the vehicle charging cord is plugged in or not. When this mode is active, the on-board high voltage battery charger(s) will energize the 12 volt battery cables and charge the 12 volt battery (or batteries). Disconnecting any battery cables while this mode is active may result in an electrical shock or a burn from hot battery cable leads.

2. Check the 12 volt battery voltage with a digital multimeter before disconnecting any battery cable leads. If the voltage is 13.5 volts or above, the Battery Maintenance Mode is active. The Technician MUST wait for the T18 Battery

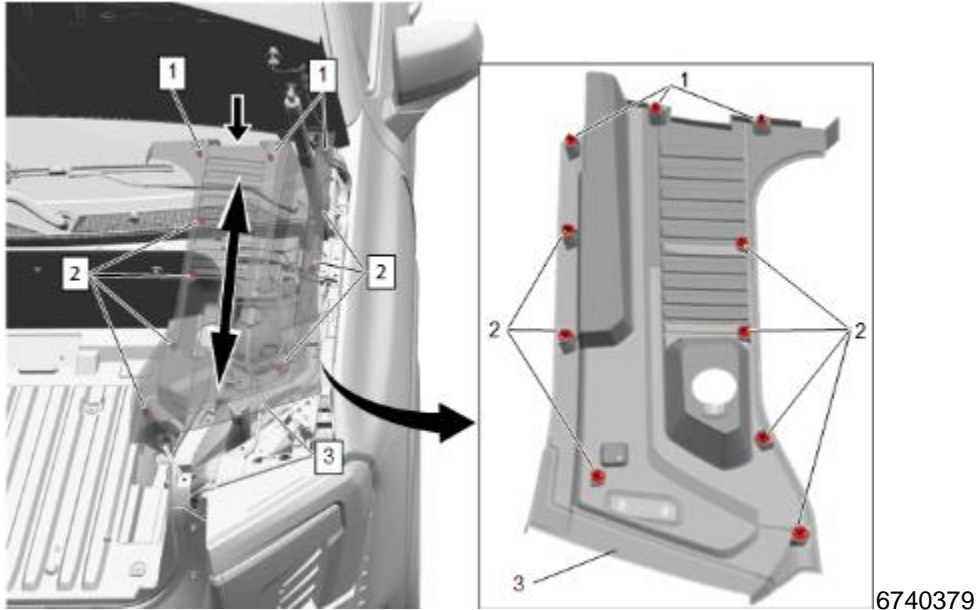
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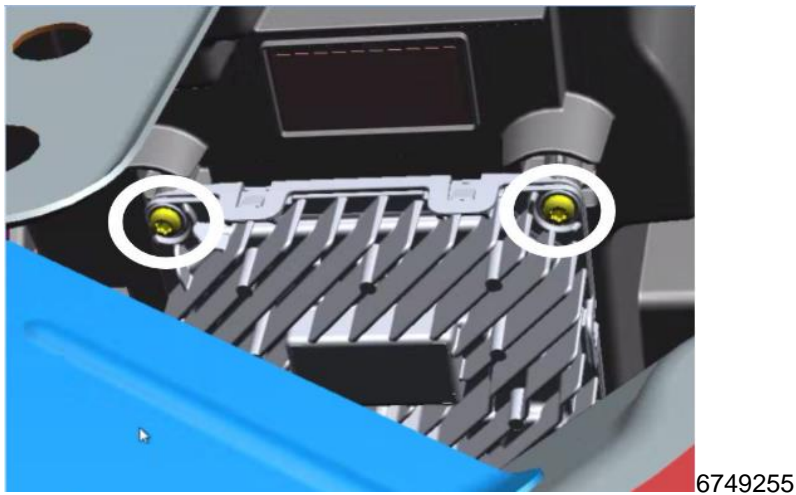


Charger to deactivate before disconnecting the battery negative cable. Refer to *Charging System Description and Operation* for more information.

3. Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.



4. Using a flat-bladed plastic trim tool, release the front compartment rear sight shield retaining clips.
5. Pull the front compartment rear sight shield from the rear to fully release the clips and remove it from the vehicle.
6. Repeat the above procedure to remove the opposite side front compartment rear sight shield.



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

7. Remove the top two T20 Fasteners from the Headlamp LED Driver Module for both sides following the procedure listed below:

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7.1 Using a wobble extension or extension and universal joint, remove the inner top Headlamp LED Driver Module screw through the hole in the sheet metal indicated in the above image. Use a magnetic pickup tool or T20 socket to remove the screw.



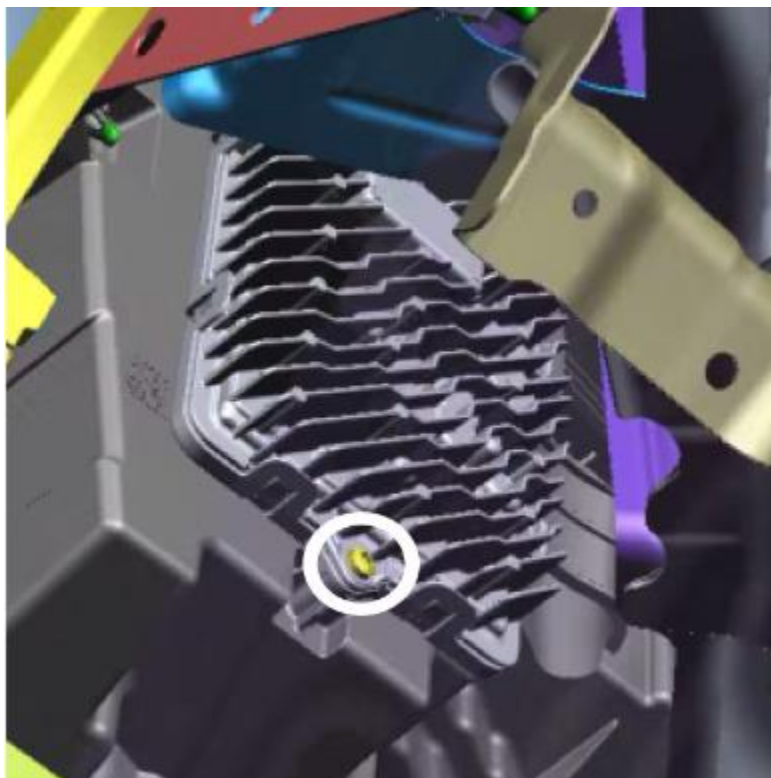
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7.2 Using a wobble extension or extension and universal joint, remove the outer top Headlamp LED Driver Module screw through the access point indicated in the above image. Use a magnetic pickup tool or magnetic T20 socket to remove the screw.

8. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
9. Remove both front wheels. Refer to *Tire and Wheel Removal and Installation* in SI.
10. Remove the Front Wheelhouse Front Liners from both sides of the vehicle. Refer to *Front Wheelhouse Front Liner Replacement* in SI.

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

11. Remove the bottom T20 fastener securing the Headlamp LED Driver Module.

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

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



Note: Due to the minimal space between the Headlamp LED Driver Module and the structure of the vehicle, it may be necessary to use a flat bladed tool to remove the connectors. If a tool is used, exercise extreme caution to avoid damaging the connector.

13. Release the connector position assurance clips and disconnect both Headlamp LED Driver Module connectors.

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14. If the connectors cannot be removed easily by hand, use a flat bladed tool along the bottom raised edge of the connector to GENTLY release the connector from the Headlamp LED Driver Module, as indicated in the above image. DO NOT apply pressure near the connector lock guard, as connector damage WILL occur.
15. Connect a NEW Headlamp LED Driver Module to the headlamp harness. Ensure the connectors are correctly seated and that the connector position assurance clips have been seated after installation.
Note: Do NOT use any lubricant on the Headlamp LED Driver Module seal or connector.
16. 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.
17. Install the bottom Headlamp LED Driver Module T20 fastener. Ensure the Headlamp LED Driver Module has seated as designed within the headlamp housing.
18. Repeat steps 11-16 for the opposite side.
19. 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.
20. Vehicle ON, verify both headlamps operate as designed.
21. Reinstall the Front Wheelhouse Front Liners for both sides of the vehicle. Refer to *Front Wheelhouse Front Liner Replacement* in SI.
22. Reinstall the front wheels and lower the vehicle. Refer to *Tire and Wheel Removal and Installation* in SI.
Note: Care must be taken while installing the Headlamp LED Driver Module screws to avoid stripping the holes within the headlamp housing.
23. Install the top two Headlamp LED Driver Module T20 fasteners.
24. Reinstall both front compartment sight shields, press them both into place until the retaining clips are seated.

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.

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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 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

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

General Motors will notify customers of this recall on their vehicle (see copy of sample customer letter included with this bulletin).

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

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 Sierra EV vehicles fail to conform to Section S7.1.1.12.1 of 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 N242474560.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The calculated photometric intensity ratio of the front turn signal lamp and the parking lamp is below the minimum value required when combined in a single lamp. If there is not a sufficiently discernable difference between the front turn signal lamp and the parking lamp, other road users may not be aware of the driver's intentions, increasing the risk of a crash.

What will we do?

Your GM dealer will replace the headlamp multipurpose LED driver (MLD) module. 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 2 hours

What should you do?

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

When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

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
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 24V755.

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

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Global Product Safety and Systems

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