

# Safety Recall

## N242454440 Momentary Rear Wheel Lock-Up



**Release Date:** November 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.

**This is a phased launch.**

Vehicles involved in this recall were placed on stop delivery October 24, 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.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2021	2021		
Cadillac	Escalade ESV	2021	2021		
Chevrolet	Silverado 1500	2020	2022		
Chevrolet	Silverado 2500/3500	2020	2022		
Chevrolet	Suburban	2021	2021		
Chevrolet	Tahoe	2021	2021		
GMC	Sierra 1500	2020	2022		
GMC	Sierra 2500/3500	2020	2022		
GMC	Yukon	2021	2021		
GMC	Yukon XL	2021	2021		

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 a defect which relates to motor vehicle safety may exist in certain: 2020 – 2022 Chevrolet Silverado1500/2500/3500 and GMC Sierra 1500/2500/3500 and 2021 model year Cadillac Escalade and Escalade ESV, Chevrolet Suburban and Tahoe, and GMC Yukon and Yukon XL vehicles equipped with diesel engines. A transmission control valve in some of these vehicles may be susceptible to excess wear over time, resulting in a gradual loss of pressure within the valve that can cause harsh shifting. In rare cases, the rear wheels may experience a momentary lock up. If the rear wheels lock-up momentarily while driving, there is increased risk of a crash.
<b>Correction</b>	Dealers will install new transmission control module software that will monitor valve performance and detect excess wear approximately 10,000 miles before a wheel lock up condition could occur. Once detected, the transmission will be limited to fifth gear, preventing the possibility of a wheel lock up condition, which occurs in a downshift from eighth gear. A service engine light and reduced propulsion message will also display in the instrument panel.

### Parts

No parts are required for this repair.

# Safety Recall

## N242454440 Momentary Rear Wheel Lock-Up



### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
<b>Silverado/Sierra 2500/3500</b>				
9107520*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration (L5P ONLY)	0.2	ZFAT	N/A
9107521*	Engine and Transmission Control Module Reprogramming with SPS (L5P Only)  Silverado/Sierra 2500/3500	0.6	ZFAT	N/A
<b>Escalade/ESV, Silverado/Sierra 1500, Suburban, Tahoe, Yukon/XL</b>				
9107531*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration (LM2 ONLY)	0.2	ZFAT	N/A
9107526*	Transmission Control Module Reprogramming with SPS (LM2 Only)  Silverado/Sierra 1500 Escalade/ESV, Suburban, Tahoe, Yukon/XL	0.3 0.5	ZFAT	N/A
9107700	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	**

**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:

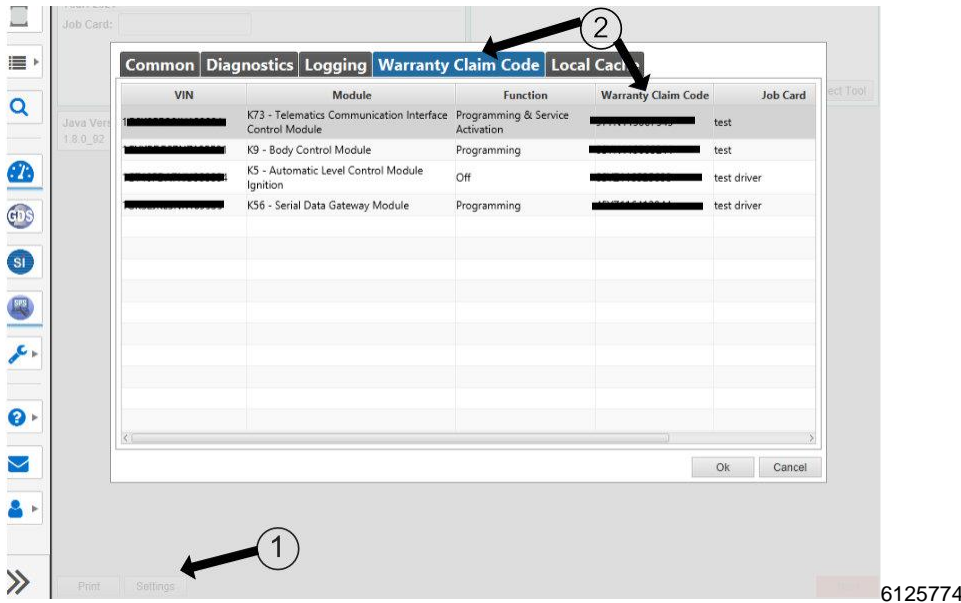
6125814

- 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

# Safety Recall

## N242454440 Momentary Rear Wheel Lock-Up



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

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. 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.

### 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, 9800136, provided in the dealer message sent on November 7, 2024 USA and 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 (October 24, 2024) to the date the inspection or repair closed the recall bulletin (not to exceed 34 days).

Vehicle	Working Capital Assistance Program Reimbursement Amount	
	USA	Canada
2021 Cadillac Escalade ESV	\$28.69	\$35.73
2021 Cadillac Escalade	\$28.31	\$32.27
2020 Chevrolet Silverado 1500	\$14.17	\$16.08
2021 Chevrolet Silverado 1500	\$17.08	\$16.85
2022 Chevrolet Silverado 1500	\$20.65	\$17.87
2020 Chevrolet Silverado 2500	\$17.00	\$17.93
2021 Chevrolet Silverado 2500	\$17.83	\$22.10
2022 Chevrolet Silverado 2500	\$19.92	\$25.18
2020 Chevrolet Silverado 3500	\$17.92	\$17.93
2021 Chevrolet Silverado 3500	\$18.63	\$22.10
2022 Chevrolet Silverado 3500	\$20.92	\$25.18
2021 Chevrolet Suburban	\$23.48	\$23.43

# Safety Recall

## N242454440 Momentary Rear Wheel Lock-Up



2021 Chevrolet Tahoe	\$20.90	\$22.03
2020 GMC Sierra 1500	\$15.00	\$16.72
2021 GMC Sierra 1500	\$16.58	\$17.82
2022 GMC Sierra 1500	\$24.27	\$19.32
2020 GMC Sierra 2500	\$18.13	\$20.38
2021 GMC Sierra 2500	\$20.21	\$22.42
2022 GMC Sierra 2500	\$21.46	\$25.18
2020 GMC Sierra 3500	\$15.69	\$20.38
2021 GMC Sierra 3500	\$20.88	\$22.42
2022 GMC Sierra 3500	\$22.33	\$25.18
2021 GMC Yukon	\$22.44	\$23.17
2021 GMC Yukon XL	\$22.81	\$22.73

### Service Procedure

**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.
- 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](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12V 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.

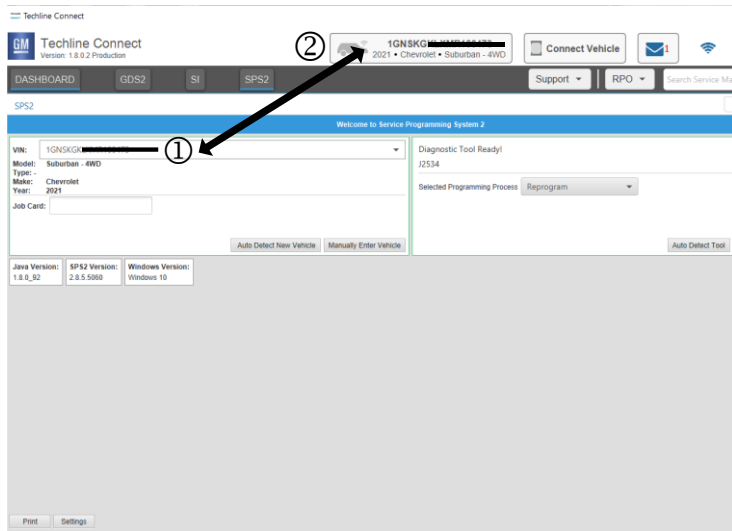
**Important:** The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- 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 primary module (for VIP ICE 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.

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

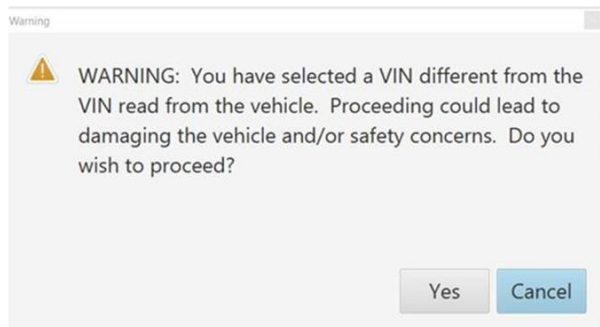
# Safety Recall

## N242454440 Momentary Rear Wheel Lock-Up

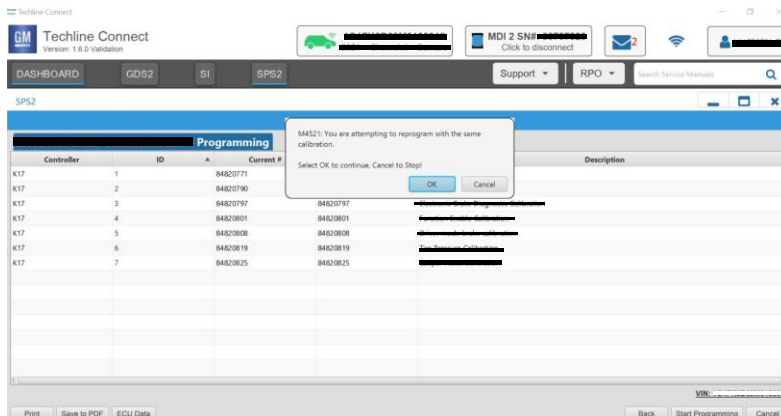


5743643

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



5877000



5644477

**Important:** Techline Connect screens shown above.

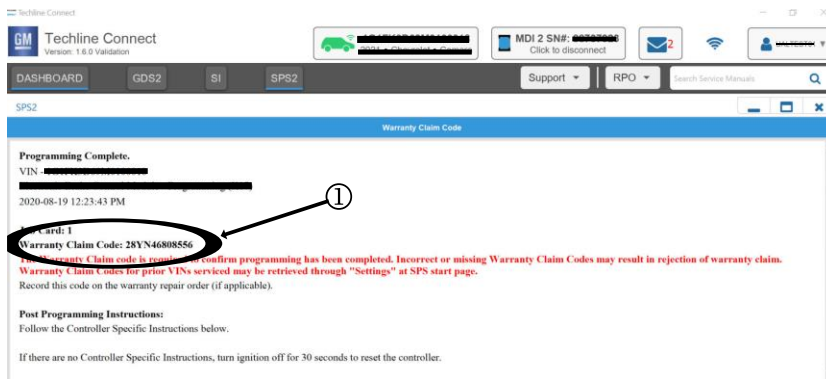
**Important:** If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer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

1. (L5P ONLY). Reprogram the Engine Control Module. Refer to *K20 Engine Control Module: Programming and Setup* in SI.
2. Reprogram the Transmission Control Module. Refer to *K71 Transmission Control Module: Programming and Setup* in SI.

**Important:** If after performing this software update DTC P0747 is set, then reference Special Coverage N242454441.

# Safety Recall

## N242454440 Momentary Rear Wheel Lock-Up



5644478

**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.

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

### 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. 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.

# Safety Recall

## N242454440 Momentary Rear Wheel Lock-Up



### 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 sample 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

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 2020 – 2022 Chevrolet Silverado 1500/2500/3500 and GMC Sierra 1500/2500/3500 and 2021 model year Cadillac Escalade and Escalade ESV, Chevrolet Suburban and Tahoe, and GMC Yukon and Yukon XL vehicles equipped with diesel engines. 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 N242454440.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

A transmission control valve in some of these vehicles may be susceptible to excess wear over time, resulting in a gradual loss of pressure within the valve that can cause harsh shifting and may cause the rear wheels to momentarily lock up. If the rear wheels lock-up momentarily while driving, there is an increased risk of a crash.

### What will we do?

Your GM dealer will install new transmission control module software that will monitor valve performance and detect excess wear approximately 10,000 miles before a wheel lock up condition could occur. Once detected, the transmission will be limited to fifth gear, preventing the possibility of a wheel lock up condition, which occurs in a downshift from eighth gear. A service engine light and reduced propulsion message will also display in the instrument panel. 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 45 minutes.

After your vehicle has been updated with the new transmission control module software, you will be provided additional protection for the excess transmission valve wear condition described above. If this condition occurs on your vehicle within 15 years from the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at no charge. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program. For customer's vehicles already outside of the above years and/or miles, we are still offering reimbursement if the valve wear issue occurred within the years and miles stated above. Please follow the reimbursement steps below.

Qualifying repairs under this special coverage must be performed by a General Motors dealer.

***Customers may not assign, and GM does not consent to any assignment of any Customer's rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.***

# Safety Recall

## N242454440 Momentary Rear Wheel Lock-Up



**What should you do?** You should contact your GM dealer to arrange a service appointment as soon as possible.

**Did you already pay for this repair?** Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, **and those repairs were completed prior to this mailing**, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

**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
Cadillac	1-800-333-4223
Chevrolet	1-800-222-1020
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 24V797.

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

Enclosure  
GM Recall: N242454440