

# Safety Recall

## N242490120 Chrome Grille Deflector May Detach



**Release Date:** March 2025

**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.

Vehicles involved in this recall were placed on stop delivery February 6, 2025. 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	
		From	To
GMC	Sierra 1500	2022	2022

Investigate Vehicle History (IVH) in the GM Global Warranty Management system 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 2022 model year GMC Sierra 1500 vehicles equipped with chrome front grille deflectors. One or more of the attachments that hold the front upper grille deflector in place may fracture over time. If all eight attachment points break, the deflector may detach from the vehicle while driving. If a front grille deflector detaches unexpectedly while driving, there is increased risk of a crash.
<b>Correction</b>	Dealers will reinforce or repair all attachment points on the chrome front grille deflector.

### Parts

Quantity	Part Name	Part No.
*	Locally Sourced Lord Fusor® 133 Body Panel Repair Adhesive, or equivalent.	N/A
**	Locally Sourced Lord Fusor® 602EZ Plastic Surface Modifier, or equivalent.	N/A
***	Kent® Acrysol Paint Preparation and Auto Body Solvent, or equivalent.	P20005
As Req'd	Grille, Frt	****

\*Quantity varies, obtain locally in compliance with GMW18459 or equivalent.

\*\*Quantity varies, obtain locally in compliance with GMW18549-9985568 or equivalent

\*\*\*Contact Kent Automotive at 1-888-937-5368 or [www.kent-automotive.com](http://www.kent-automotive.com) (USA), 1-800-563-1717 or [www.kent-automotive.ca](http://www.kent-automotive.ca) (Canada). Dealers that do not have a Kent Automotive account or representative must advise the Customer Service Representative that the part(s) is being used for this GM bulletin to obtain special bulletin pricing. **Do not order from GMCCA.**

**Note: \*\*\*\*Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Front Grille to order. DO NOT replace the Front Grille for cosmetic damage. Only replace if deemed necessary from the below procedure.**

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107844	Reinforce Upper Grille Deflector Retainers	1.0	ZFAT	*
9107868	**Front Grille Replacement. (Upper Grille Deflector Missing)	0.7	ZFAT	N/A
9107845	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	***
9107846	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	****
9107869	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	*****

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

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\*The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for Plastic Repair Epoxy and Solvent needed to perform the required repairs, not to exceed \$43.50 USD, \$62.39 CAD, plus applicable Mark-Up, or Landed Cost (for Export).

**\*\*Important: DO NOT replace the Front Grille for cosmetic damage. Only replace if deemed necessary from the below procedure.**

\*\*\*For USA & Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

\*\*\*\* Submit \$10.00 USD administrative allowance in Net/Admin Allowance.

### 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, 9800137, provided in the dealer message sent on February 21, 2025 (USA) or February 21, 2025 (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 (February 6, 2025) to the date the inspection or repair closed the recall bulletin (not to exceed 33 days).

Vehicle	Working Capital Assistance Program Reimbursement Amount	
	USA	Canada
2022 GMC Sierra 1500	\$18.35	\$22.47

### Service Procedure

**Important:** The intent of this Service Procedure is to reinforce all the existing Front Grille Deflector Retainers using the specified epoxy including the retainers that may have separated from the back side on the deflector.

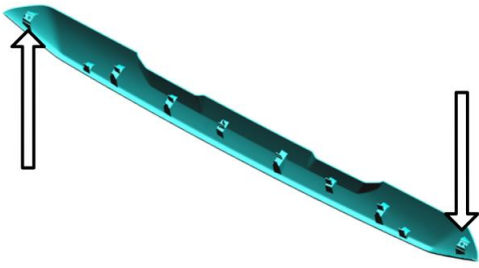


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1. Inspect for the presence of the Upper Grille Deflector on the Front Grille.
  - If the Upper Grille Deflector is NOT missing, proceed to Step 2.
  - If the Upper Grille Deflector is missing, proceed to Step 13.
2. Remove the Intake Air Splash Shield. Refer to *Intake Air Splash Shield Replacement* in SI.

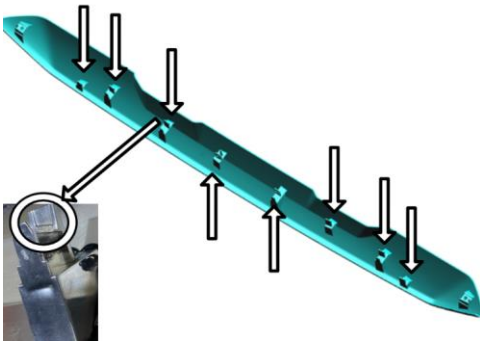
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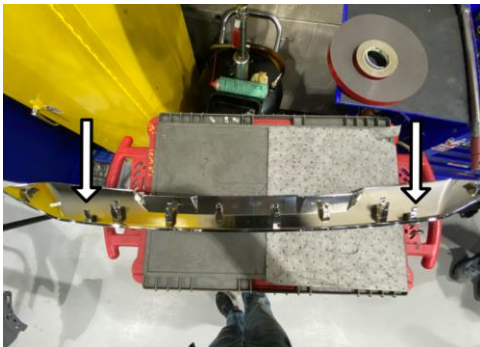
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3. Remove the two fasteners on the outer edge of the Upper Grille Deflector. Do not discard.



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**Note:** The graphic above points to the locations of the “detents” on the deflector retainers. Refer back to this graphic to aid in releasing the retainers from their housings on the Front Grille.



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**Note:** Component removed for greater clarity.



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**Caution:** Only apply enough force to release the retainer. Use extreme care to not damage the retainer or its housing.

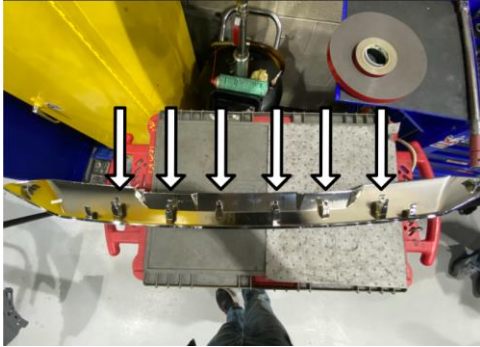
**Note:** Some of the retainers may separate from the Upper Grille Deflector and remain in their housing on the Front Grille. This is expected, continue to remove the Deflector and wait to remove the separated retainers until Step 10.

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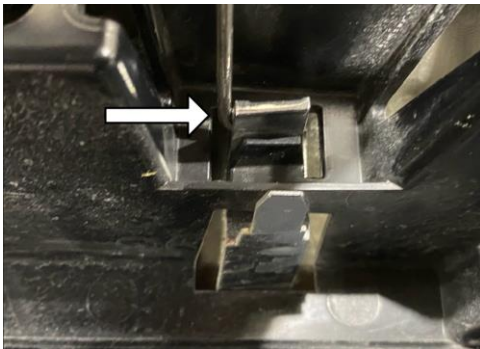


4. Insert one ear of a long reach trim prybar in the outer retainer housing as pictured above. Once inserted, disengage the retainer lock, and gently pull back the retainer out of its housing.
5. Gently wedge a nylon prybar between the Upper Grille Deflector and the Front Grille to prevent the lock re-engaging.



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**Note:** Component removed for greater clarity.



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**Caution:** Only apply enough force to release the retainer. Use extreme care to not damage the retainer or its housing.

**Note:** Some of the retainers may separate from the Upper Grille Deflector and remain in their housing on the Front Grille. This is expected, continue to remove the Deflector and wait to remove the separated retainers until Step 10.

6. Using a 90° pick, insert the pick into the retainer housing as pictured above. Once inserted, disengage the retainer lock, and gently pull back the retainer out of its housing.
7. Gently wedge a nylon prybar between the Upper Grille Deflector and the Front Grille to prevent the lock re-engaging.
8. Repeat Steps 6-7, working down the length of the Upper Grille Deflector until you reach the final outer retainer.
9. Remove the final outer retainer by repeating Step 4.



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10. Noting their location, remove and set aside any retainers that may have separated from the back of the Deflector. DO NOT DISCARD.

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**Important:** Some of the retainers on the back side of the Upper Grille Deflector may have separated from the back side of the Deflector and remain in their housing in the Front Grille. This is expected, the separated retainers will be reattached to the Deflector on Steps 17 & 18 – **DO NOT** replace the Front Grille.

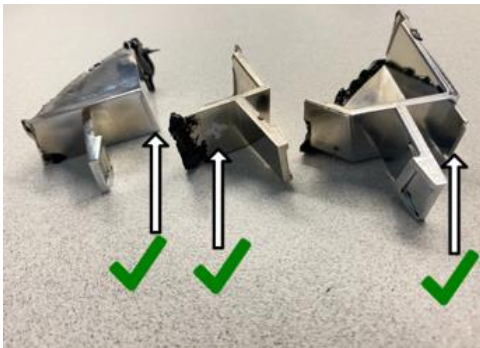
11. Inspect ALL of the Upper Grille Deflector retainers for damage.



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**Note:** **DO NOT** attempt to repair the Deflector if any of the retainer detent tabs are damaged or missing.

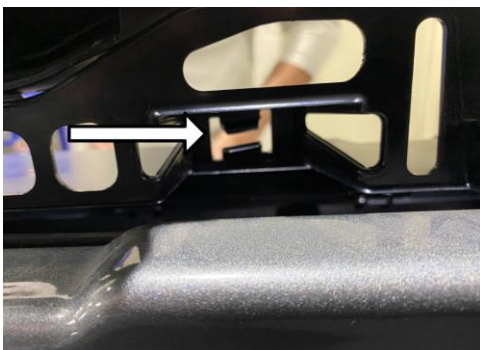
- If **ANY** of the retainer detent tabs are damaged (cracked, broken off, missing), proceed to Step 13.



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**Note:** The locating tabs do not affect the performance of the retainers. **DO NOT REPLACE THE FRONT GRILLE IF THE LOCATING TABS ARE DAMAGED OR MISSING.**

- If **NONE** of the retainer attachment detent tabs are damaged but the retainer locating tabs are damaged or missing, the retainer is OK – proceed to Step 12.



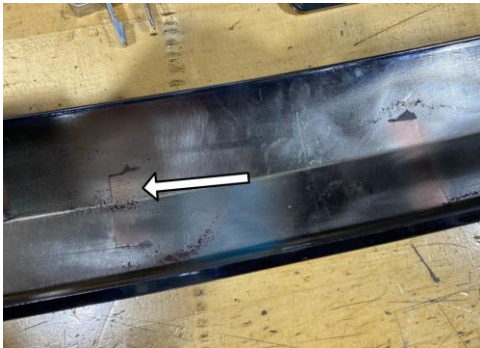
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**Important:** **DO NOT** replace the Front Grille for cosmetic damage. Only replace if deemed necessary from the below procedure.

12. Inspect **ALL** Front Grille retainer housings for any damage, such as a cracked, missing or broken retaining tab, etc.
- If **NONE** of the retainer housings on the Front Grille are damaged, proceed to Step 14.
  - If **ANY** of the retainer housings on the Front Grille are damaged, proceed to Step 13.
13. Replace the Front Grille. Refer to *Front Grille Replacement* in SI. No further action is required after replacement.

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**Note:** It is not necessary to remove the retainers from the Deflector if they remained attached during removal. Sand and prep the area around where the retainer sits for good adhesion between the epoxy and the retainer.

**Important:** Prepare ALL surfaces prior to opening epoxy to prevent the epoxy from drying too quickly inside the applicator nozzle. Ensure that ALL of the chrome coating is removed from the back of the Deflector, and the deflector retainers. FAILURE TO DO SO COULD RESULT IN AN INSUFFICIENT BOND BETWEEN THE RETAINER AND THE DEFLECTOR.

14. Prep the surface and remove the chrome coating from ALL of the contacting surfaces of the retainers and Deflector using a rotary tool, 80-grit abrasive paper, or 3M Scotch-Brite pad or equivalent.

**Important:** Ensure there is no oil, grease, dirt, etc. on the Deflector or the deflector retainers. FAILURE TO DO SO COULD RESULT IN AN INSUFFICIENT BOND BETWEEN THE RETAINER AND THE DEFLECTOR.

15. Remove the sanding dust, dirt and grease from the Upper Grille Deflector and all retainers using Kent® Acrysol or an equivalent plastic safe cleaner and degreaser.

**Important:** Ensure that when applying the surface modifier, there is good coverage on and around the contacting surfaces of the Deflector and the Retainers. FAILURE TO DO SO COULD RESULT IN AN INSUFFICIENT BOND BETWEEN THE RETAINER AND THE DEFLECTOR.

16. Apply Fusor 602EZ Surface Modifier or equivalent to ALL areas that the epoxy will contact. Allow to flash per the manufacturer's specifications before applying the epoxy.



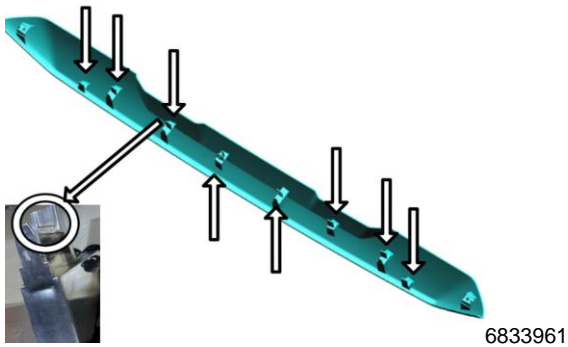
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**Note:** To prevent the epoxy from drying too quickly, epoxy each retainer one at a time repeating Steps 17 and 18.

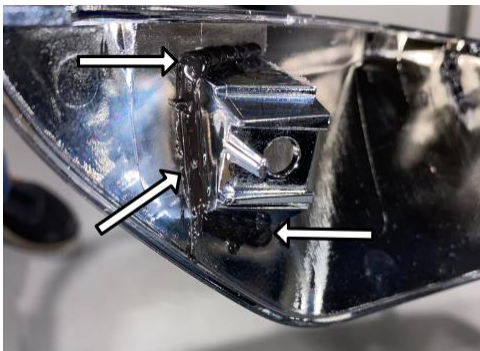
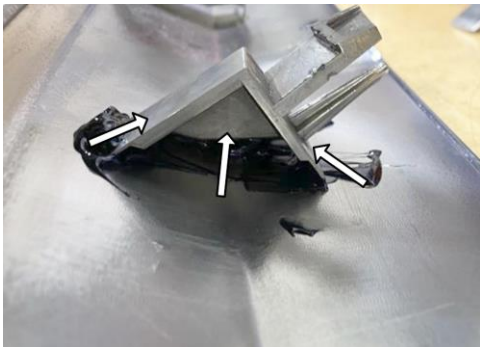
17. Using the FUSOR-133 epoxy or equivalent apply the epoxy in the mounting location of any detached retainers, as shown above.

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**Note:** The graphic above points to the locations of the “detents” on the deflector retainers. If any of the retainers detached from the Deflector during removal, use this graphic to properly orient the retainer so the detent is facing the correct position.



**Important:** If epoxying any separated retainers back onto the Deflector, ensure the direction of the detent on the end of the retainer is correctly positioned.

**Important:** Ensure that the ALL of the retainers receive a generous amount of epoxy around the entire base (both sides of each retainer) and extend up the body of the retainer. FAILURE TO DO SO COULD RESULT IN AN INSUFFICIENT BOND BETWEEN THE RETAINER AND THE DEFLECTOR.

18. Using the FUSOR-133 epoxy or equivalent, apply a generous amount on and around ALL of the retainers, including any retainers that may have separated from the Deflector. Ensure that the epoxy is applied around all base areas and extends up the body of the retainer. A minimum of 50ml of epoxy should be used to repair the deflector.

**Important:** DO NOT reinstall the Deflector until after allowing the epoxy to dry and cure for 1 hour.

19. Allow the epoxy to dry and cure for a minimum of 1 hour before reinstalling.

20. Reinstall the Upper Grille Deflector into the Front Grille by firmly pressing it into position. Ensure all retainers have successfully engaged as designed. There will be a distinctive click when the retainer locks back into its housing.

21. Reinstall the two fasteners on the outer edge of the Upper Grille Deflector. Torque to 6 N•m (53 Lb in).

22. Inspect the Upper Grille Deflector for looseness.

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- If the Upper Grille Deflector is not loose on the Front Grille, proceed to Step 23.
- If the Upper Grille Deflector is loose, attempt to fully seat the retainers into the Front Grille housings by firmly pushing in on the Deflector at each of the retainer locations. If the Deflector remains loose to the Front Grille, replace the Front Grille. Refer to *Front Grille Replacement* in SI.

23. Reinstall the Intake Air Splash Shield. Refer to *Intake Air Splash Shield Replacement* 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 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.

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 Global Connect 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.

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#### 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.

#### Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in the bulletin can be submitted at anytime to the dealer. See General Motors Service Policies and Procedures Manual (USA & Canada) or local Policies and Procedures, for details.

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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**

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# 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 2022 model year GMC Sierra 1500 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 N242490120.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

#### Why is your vehicle being recalled?

One or more of the attachments that hold the front upper grille deflector in place may fracture over time. If all eight attachment points break, the deflector may detach from the vehicle while driving. If a front grille deflector detaches unexpectedly while driving, there is increased risk of a crash.

#### What will we do?

Your GM dealer will reinforce or repair all attachment points on the chrome front grille deflector, free of 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 one hour.

#### 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?

You may schedule your vehicle for repair using the QR code below. For more information about your vehicle, or if you have questions or concerns that your dealer is unable to resolve, please visit [gm.com/service](http://gm.com/service), or call the Buick, Chevrolet or GMC Customer Assistance Center at 1-866-467-9700. For Cadillac, please call 1-800-333-4223.

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.

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 submit a written complaint to 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 25V060.

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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

Scan here to  
locate a dealer.



Enclosure  
GM Recall: N242490120