

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6625  
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 24, 2023

Subject: N232402000 - Service Update  
Rear Inner Wheelhouse Metal Split

Models: 2023 Buick Enclave  
2023 Chevrolet Traverse

To: All General Motors Dealers

General Motors is releasing Service Update N232402000 today. The total number of U.S. vehicles involved is approximately 37. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated July 24, 2023. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Service Update

## N232402000 Rear Inner Wheelhouse Metal Split



Release Date: July 2023

Revision: 00

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Enclave	2023	2023		
Chevrolet	Traverse				

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>	Certain 2023 model year Buick Enclave and Chevrolet Traverse vehicles, may have a metal split in the passenger side rear wheelhouse inner sheet metal.
<b>Correction</b>	Dealers are to inspect and if necessary, apply structural adhesive to new cut panel and install over split.

### Parts

Quantity	Part Name	Part No.
If required	Panel Assembly – Right Rear Wheelhouse Inner	84757463
*	Structural Adhesive	N/A

**Parts should only be ordered when inspection determines that it is necessary. Due to the small number of vehicles involved and due to limited initial parts availability, dealers are encouraged not to order parts for use as shelf stock.**

\*Quantity varies, obtain locally in compliance with the table Steel Panel Bonding Impact Resistant in the SI document for Metal Panel Bonding.

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106916	Inspect Only – No Further Action Required	0.6	ZFAT	N/A
9106917	Install Wheelhouse Reinforcement Panel (Includes Inspection)	0.9	ZFAT	*

\*The amount identified in "Net Item" should represent the actual sum total of the current GMCCA Dealer net price for Structural Adhesive to perform the required repairs, not to exceed \$90.00 USD (\$118.57 CAD).

### Service Procedure

1. Remove the Right Rear Wheelhouse Liner. Refer to *Rear Wheelhouse Liner Replacement* in SI.

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2. Locate the rear section of the Right Rear Wheelhouse, shown above.



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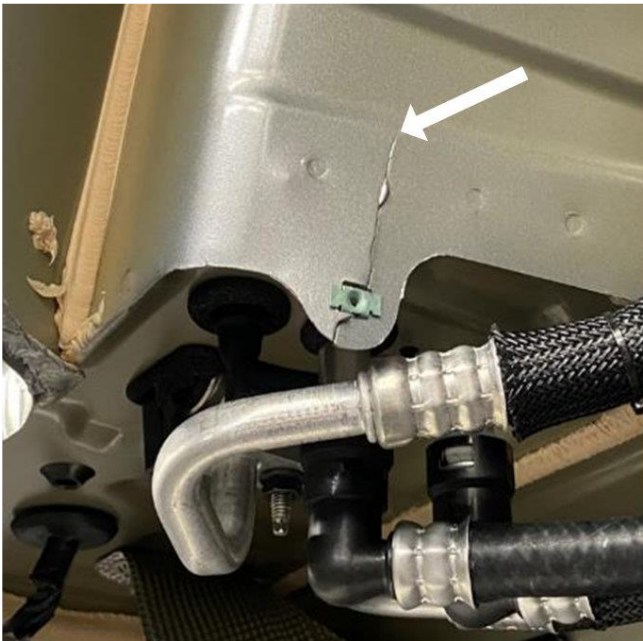
**Note:** Cracks may vary in both location and length, ANY crack requires repair.

**Note:** If crack is through the screw retainer hole, as shown above, remove the screw retainer and reinstall in the patch panel that will be installed later in this procedure.

3. Inspect the area for cracking, as shown above.
  - If cracking is found, no further action is required. Proceed to step 14.
  - If cracking found, proceed to step 4. These steps will involve mitigating the spread of the crack and installing a metal overlay to seal and reinforce the area.

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**Warning:** When working with any type of glass or sheet metal with exposed or rough edges, wear approved safety glasses and gloves in order to reduce the chance of personal injury.

4. Drill a 3.2 mm (1/8 in) hole at the end of the crack. This will stop the crack from spreading.



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**Note:** The patch panel should be a minimum of 2.54 cm (1 in) wide on all sides from the split.

**Note:** Ensure the corners of the patch panel are rounded, not squared off.

5. On the service Panel Assembly – Right Rear Wheelhouse Inner, use 13 mm (1/2 in) masking tape to mark a cut line around the perimeter of the area to be removed from the Assembly.

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6. Using a suitable cutting tool such as metal shear, nibbler or cut off wheel, cut out the patch panel.
7. Using a file or abrasive wheel remove any sharp edges or burrs from the cut-out panel.
8. Test fit the cut-out Panel to vehicle, trim as necessary to ensure a flush fit.
9. Mark an outline of the patch panel on the vehicle using a marker or equivalent.

**Warning:** When working with any type of glass or sheet metal with exposed of rough edges, wear approved safety glasses and gloves in order to reduce the chance of personal injury.

**Caution:** The adhesives used in this procedure require bare metal on BOTH the patch panel and vehicle side to properly adhere.

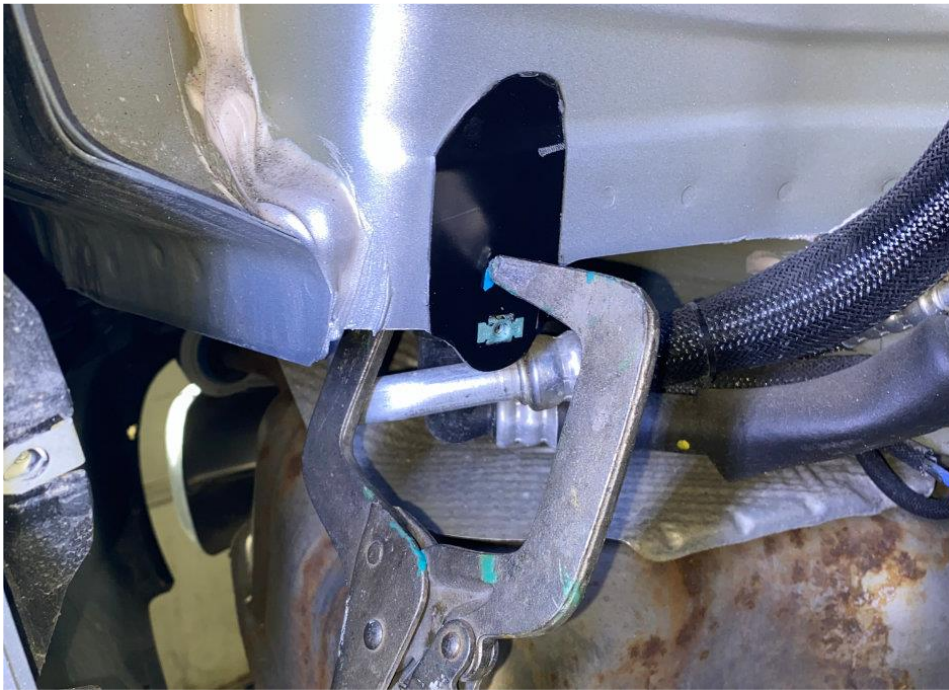
10. Remove the patch panel and grind off ALL the paint and coatings from the back side of the patch panel and the outlined area on the vehicle to bare metal.

**Note:** The ENTIRE bare metal surface MUST be covered on both the vehicle side and the back side of the patch panel.

11. Coat the back side, bare metal side, of the patch panel and the bare metal outline on the vehicle with an even coat of approved Steel Panel Bonding Impact Resistant adhesive. Refer to the Steel Panel Bonding Impact Resistant table in *Metal Panel Bonding* in SI.

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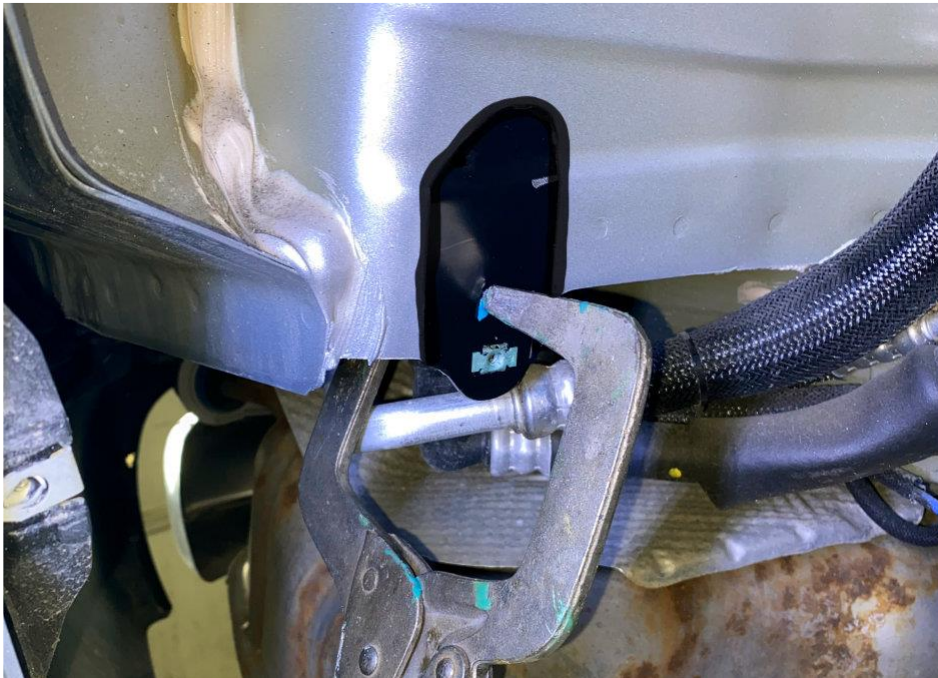
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**Note:** Cure times vary, follow the manufacturer's recommended time and procedure for curing.

12. Carefully install the patch panel on the outline made on the vehicle and apply pressure using an appropriate clamp to hold the patch panel in place for curing.



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13. Use a small disposable brush to smooth out the adhesive squeeze out around the perimeter of the repair area to seal it.
14. Install the Right Rear Wheelhouse Liner. Refer to *Rear Wheelhouse Liner Replacement* in SI.

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#### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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 Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) 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 CPOIS system, or once again be used in the CTP program.

#### Dealer Reports – For USA & Export

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

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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**