

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6670
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 8, 2023

Subject: N232417940 - Service Update
Vehicles Shipped without Ordered Accessory Wheels and Floor Liners

Models: 2023 Chevrolet Colorado
2023 GMC Canyon

To: All General Motors Dealers

General Motors is releasing Service Update N232417940 today. The total number of U.S. vehicles involved is approximately 367. 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 September 8, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N232417940 Vehicles Shipped without Ordered Accessory Wheels and Floor Liners



Release Date: September 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		
Chevrolet	Colorado	2023	2023		
GMC	Canyon				

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	Certain 2023 model year Chevrolet Colorado and GMC Canyon vehicles may have been shipped with transit wheels when the customer ordered accessory wheels. Certain 2023 model year GMC Canyon vehicles may have also been shipped without floor liners that the customer ordered.
Correction	Dealers are to install accessory wheels and if applicable, floor liners.

Parts

Quantity	Part Name	Part No.
4	RD4 Wheel (GMC)	84738126
4	NZS Wheel (Chevrolet)	84939095
4	Wheel Center Cap (GMC)	19301601
4	Wheel Center Cap (Chevrolet)	84335831
4	Tire Pressure Monitor Sensor	84991144
1	Front Floor Liners (GMC)	85654727
1	Second Row Floor Liners (GMC)	84909458

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which parts to order.

Note: Do not discard the removed transit wheels. Wheels are to be returned to GM.

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
9106968	Dismount Transit Wheel, Mount and Balance Factory Wheel; Including All Components, Package and Ship Transit Wheels ADD: Install Front and Rear Floor Liners (GMC Only)	1.8	ZFAT	N/A
		0.2		

Service Procedure

1. Remove transit tire and wheel assembly from the vehicle (x4). Do not discard wheel nuts. Refer to *Tire and Wheel Removal and Installation* in SI.
2. Dismount tire from transit wheel (x4). Do not discard tire. Refer to *Tire Dismounting and Mounting* in SI.
 - a. Follow standard dealer process through local ADI to package and return transit wheels to GM.
3. Install tire pressure indicator sensor to new wheel (x4). Refer to *Tire Pressure Indicator Sensor Replacement* in SI.
4. Mount the old tire onto the new wheel (x4). Refer to *Tire Dismounting and Mounting* in SI.
5. Install new center cap to the new wheel and balance the new tire and wheel assembly (x4). Refer to *Tire and Wheel Balancing* in SI.
6. Install new wheel and tire assembly onto the truck (x4). Refer to *Tire and Wheel Removal and Installation* in SI.
7. Perform the *Tire Pressure Indicator Sensor Learn* process in SI.

Service Update

N232417940 Vehicles Shipped without Ordered Accessory Wheels and Floor Liners



8. On GMC Trucks Only, Install Front and Second Row Floor Liners. Refer to *Front Floor Mat Package Installation* in SI.

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/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 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.

