

Service Update

N232403190 Intermittent Electrical Failures – Loose Grounds



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	Silverado 1500	2023	2023	LZ0	ENGINE-DIESEL, 6 CYL, 3.0L, CRI, L6, DOHC, TURBO, VGT, ALUM, CSS50V, VAR. 2
GMC	Sierra 1500				

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 Silverado 1500 and GMC Sierra 1500 vehicles may have a condition where the customer experiences intermittent MILs and warnings, engine no starts / no restart from auto-stop, or irregular cooling fan operation.
Correction	Dealers are to inspect, and if necessary, rethread the bolt hole and reinstall ground.

Parts

Quantity	Part Name	Part No.
1 (If Required)	Bolt	11588564

It is estimated that there are only 347 involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

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

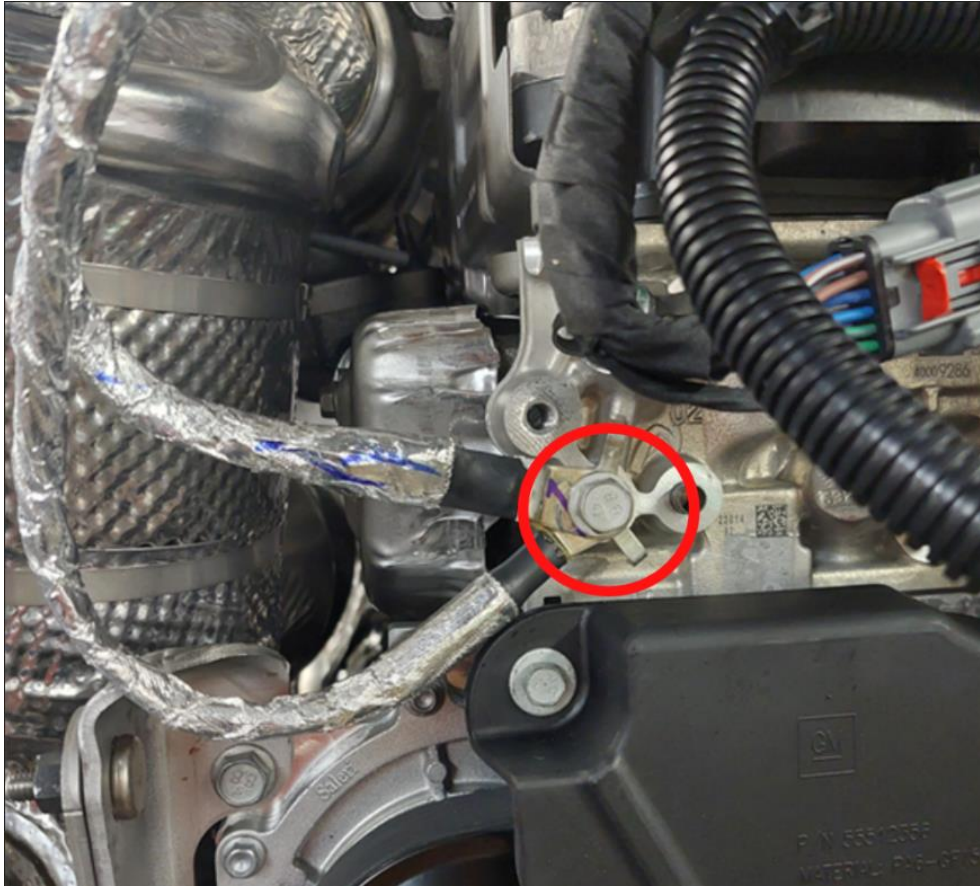
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106973	Inspect Only – No Further Action Required	0.2	ZFAT	N/A
9106974	Rethread bolt hole and reinstall ground (includes inspection)	0.5	ZFAT	N/A

Service Update

N232403190 Intermittent Electrical Failures – Loose Grounds



Service Procedure



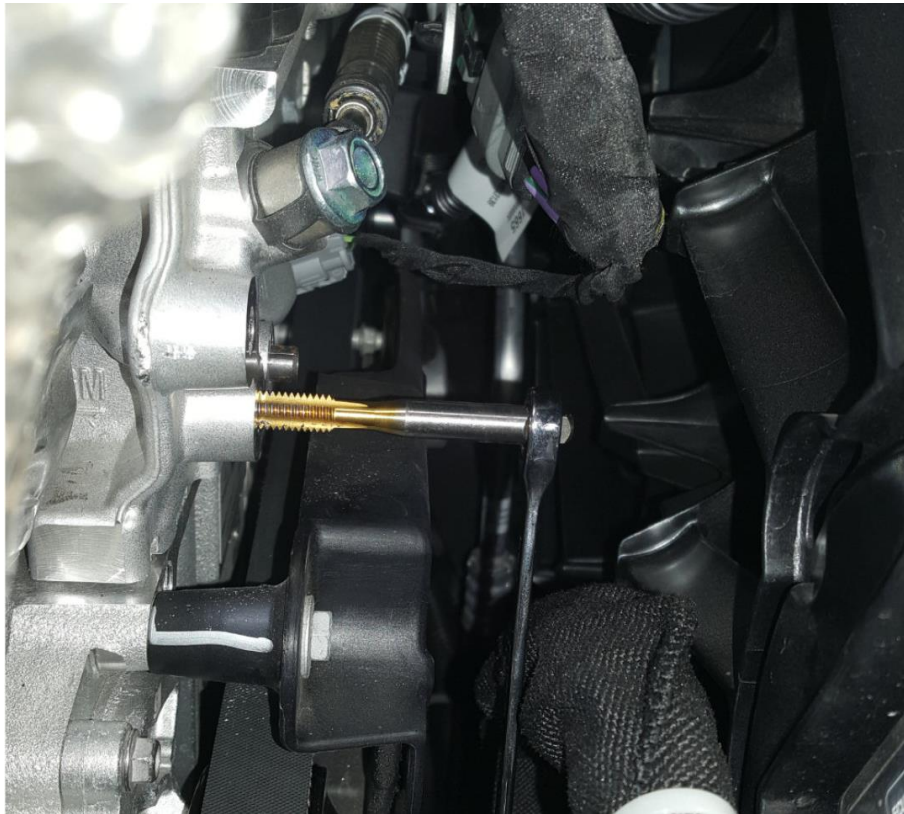
6431284

1. Inspect the bolt securing grounds G176A / G177B on the front of the cylinder head to be sure the bolt is properly torqued and is not cross-threaded.
 - If the bolt is not cross-threaded and has good clamp load so the grounds are firmly fastened to the head, no further action is required.
 - If the bolt is visibly cross-threaded, or the grounds are not secured firmly to the head, proceed to step 2.
2. Remove and discard the bolt.

CAUTION: It is critical to ensure the tap is going into the bolt hole completely straight in both the vertical and horizontal plane.

Service Update

N232403190 Intermittent Electrical Failures – Loose Grounds



6431292

3. Using a M8x1.25 tap and an appropriate wrench, socket, or tap socket that will fit in the confined area, carefully chase the existing threads in the bolt hole to repair any damage that may exist from the cross-threading.
4. Reinstall both removed grounds and install the bolt until it is finger-tight by hand.
5. Torque the bolt to 16 Lb-ft (22 N-m).

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 Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action 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.

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.

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**

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6676
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 20, 2023

Subject: N232403190 - Service Update
Intermittent Electrical Failures

Models: 2023 Chevrolet Silverado 1500
2023 GMC Sierra 1500
Equipped with ENGINE-DIESEL, 6 CYL, 3.0L, CRI, L6, DOHC,
TURBO, VGT, ALUM, CSS50V, VAR. 2 (RPO LZ0)

To: All General Motors Dealers

General Motors is releasing Service Update N232403190 today. The total number of U.S. vehicles involved is 292. 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 20, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS