

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6684
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 27, 2023

Subject: REVISION: N232415860-01 - Emission Recall
Fuel Injector Flow Rate Compensation
Revised Service Procedure

Models: 2024 Chevrolet Silverado 2500HD/3500HD
2024 GMC Sierra 2500HD/3500HD
Equipped with ENGINE-DIESEL, 8 CYL, 6.6L, DI, V8, TURBO,
DURAMAX, GEN 5, VAR. 1 (RPO L5P)

To: All General Motors Dealers

This bulletin has been revised to update the service procedure. Please discard all copies of bulletin N232415860.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Emission Recall

N232415860 Fuel Injector Flow Rate Compensation



Release Date: September 2023

Revision: 01

Revision Description: This bulletin has been revised to update the service procedure. Please discard all copies of bulletin N232415860.

Attention: All involved vehicles in the US and Canada 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		
Chevrolet	Silverado 2500HD/3500HD	2024	2024	L5P	ENGINE-DIESEL, 8 CYL, 6.6L, DI, V8, TURBO, DURAMAX, GEN 5, VAR. 1
GMC	Sierra 2500HD/3500HD				

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	General Motors has decided to conduct a Voluntary Emission Recall involving certain 2024 model year Chevrolet Silverado 2500HD/3500HD and GMC Sierra HD 2500HD/3500HD vehicles with a 6.6L diesel engine. The Engine Control Module (ECM) may not properly adjust fuel injector flow for the normal variation in fuel injector flow rate characteristics. This could result in rough engine idle or increased fuel consumption.
Correction	Dealers are to update the ECM with improved fuel injector flow rate data by performing Fuel Injector Flow Rate Programming with the diagnostic scan tool.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106979	Fuel Injector Flow Rate Programming w/GDS2	0.3	ZFAT	N/A

Service Procedure

Note: Carefully read and follow the instructions below.

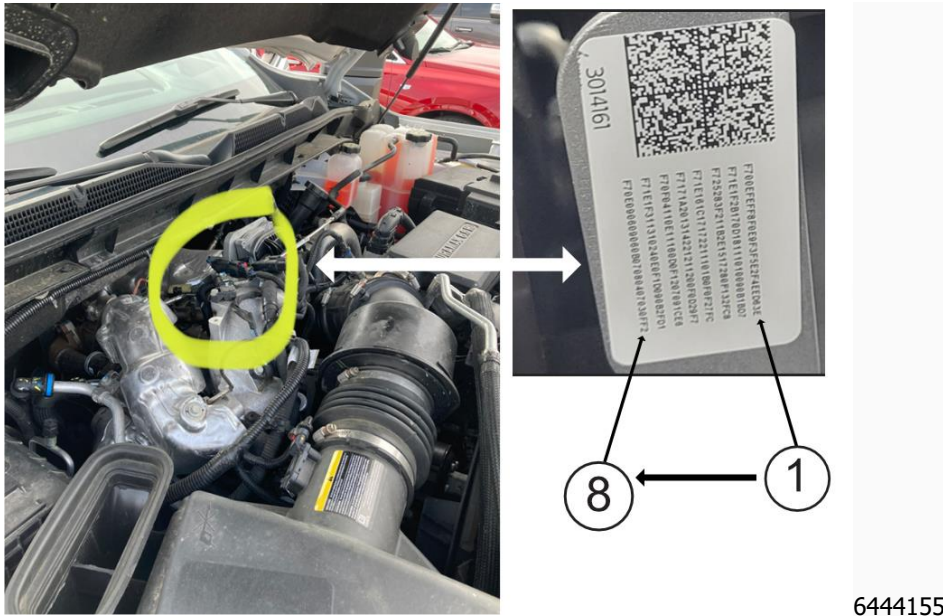
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, 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 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.

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1. Take a picture of the fuel injector label. Starting with injector 1 (1) as shown on the label, the injectors are listed 1-8 consecutively as you go down the label.
2. Using GDS2 and scan tool, follow the instructions below.
3. Ignition » On / Vehicle » In Service Mode
4. Select: Module Diagnostics.
5. Select: Engine Control Module.
6. Select: Configuration/Reset Functions.
7. Select: Injector Flow Rate Programming.
8. Select: Cylinder 1–8 Injector Flow Identifier.
9. Enter the recorded injector flow identifier for each injector.
10. Verify the scan tool procedure was successful.
 - **If the procedure was not successful**
Repeat step 1.
 - **If the procedure was successful-all ok.**
11. CALIFORNIA, COLORADO, CONNECTICUT, DELAWARE, MAINE, MARYLAND, MASSACHUSETTS, NEW JERSEY, NEW YORK, OREGON, RHODE ISLAND, VERMONT, WASHINGTON VEHICLES ONLY: Install a Recall Identification Label upon recall completion. See General Motors Service Policies and Procedures Manual, Recall Identification Label, for details.
12. CALIFORNIA VEHICLES ONLY: Complete a "Proof of Correction" certificate and provide to the vehicle owner upon recall completion. For the recall number on the "Proof of Correction" certificate, enter only the six digits in characters 4-9 of this recall bulletin number: 241586.

Dealer Responsibility

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.

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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.

THE FOLLOWING 2 PARAGRAPHS ARE NOT FOR CANADA

When a California emissions recall is completed by a GM dealer, the dealer must provide the vehicle owner a "Proof of Correction Certificate" which the owner may need to present to the California Department Of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration.

Additional Certificates can be obtained, at no charge, from the 1Store application in GlobalConnect. Request GM Item Number 1825 when ordering.

Dealer Reports – For USA

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 customer letter included with this bulletin).

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance. The vehicle may fail a state or local emission inspection test if the recall work is not completed.

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

Emission Recall

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October 2023

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

Reason For This Recall: Your 2024 model year Chevrolet Silverado 2500HD/3500HD or GMC Sierra HD 2500HD/3500HD vehicle, equipped with a 6.6L diesel engine, has been certified to meet California and Federal emissions standards and may be releasing air pollutants which exceed these standards. The Engine Control Module (ECM) may not properly adjust fuel injector flow for the normal variation in fuel injector flow rate characteristics. This could result in rough engine idle or increased fuel consumption.

What Will Be Done: Your GM dealer will update the ECM with improved fuel injector flow rate data. This service will be performed for you at **no charge**. Eligibility for this service will not be denied solely due to your 2024 model year Chevrolet Silverado 2500HD/3500HD or GMC Sierra HD 2500HD/3500HD vehicle having non-GM parts or repairs performed by outlets other than a GM franchised dealer.

How Long Will The Repair Take? Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 25 minutes.

What You Should Do: Please contact your GM dealer as soon as possible to arrange a service date. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

If you have any questions or need any assistance, just contact your dealer or 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	Text Telephones (TTY)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
GMC	1-800-462-8782	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

Emission Law Information: In order to ensure your full protection under the emission warranty made applicable to your vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.

IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

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Regina A. Carto
Vice President
Global Product Safety and Systems

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