

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6698
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 26, 2023

Subject: N232413570 - Service Update
Loose Front Suspension Fasteners

Models: 2023 BrightDrop Zevo 600

To: All General Motors BrightDrop Dealers

General Motors is releasing Service Update N232413570 today. The total number of U.S. vehicles involved is 11. 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 October 26, 2023. The list of affected vehicles is listed below.

VIN

2G5ZJ3HG8P9100202
2G5ZJ3HG7P9100112
2G5ZJ3HG8P9100197
2G5ZJ3HG4P9100276
2G5ZJ3HG5P9100089 – In transit
2G5ZJ3HGXP9100184
2G5ZJ3HG8P9100247
2G5ZJ3HG7P9100191
2G5ZJ3HG9P9100211
2G5ZJ3HG2P9100180
2G5ZJ3HG1P9100266

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N232413570 Loose Front Suspension Fasteners



Release Date: October 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. This field action can only be completed by BrightDrop dealers or BrightDrop certified repair facilities who have met all BrightDrop specific training, tool and equipment requirements. Repairs must be performed by a technician who has successfully completed the required training.
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Make	Model	Model Year		RPO	Description
		From	To		
BrightDrop	Zevo 600	2023	2023		

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	On certain 2023 model year BrightDrop Zevo 600 vehicles, the front suspension fasteners may not be torqued to their specification targets.
Correction	Dealers are to either replace the bolt fastener, or re-torque fasteners as noted in procedure.

Parts

Quantity	Part Name	Part No.
4	Front Wheel Hub Bolt Fastener (2G5ZJ3HG8P9100202 ONLY)	11549338

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.

Please follow normal ordering processes utilizing your BrightDrop Order Analyst. Please contact support@gobrightdrop.com for any parts ordering questions.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107007	Replace RH Front Wheel Bearing Hub to Knuckle Fasteners	0.4	ZFAT	N/A
9107008	Retorque Stabilizer Bar Bracket Fasteners	0.4	ZFAT	N/A

Service Procedure for All Other VINs (Excludes 2G5ZJ3HG8P9100202)

1. Raise and support vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Using a torque extension calculator, calculate the desired torque wrench value to reach an actual torque of **100Nm (74 lb ft)**.
 - When using the calculator, measure the length of the torque wrench in Inches and the torque values in Foot-Pounds.
 - The length of the special tool extension is 6 in.
 - Belknap Tools Torque Extension Calculator: <https://belknapttools.com/extensions-calculator/>

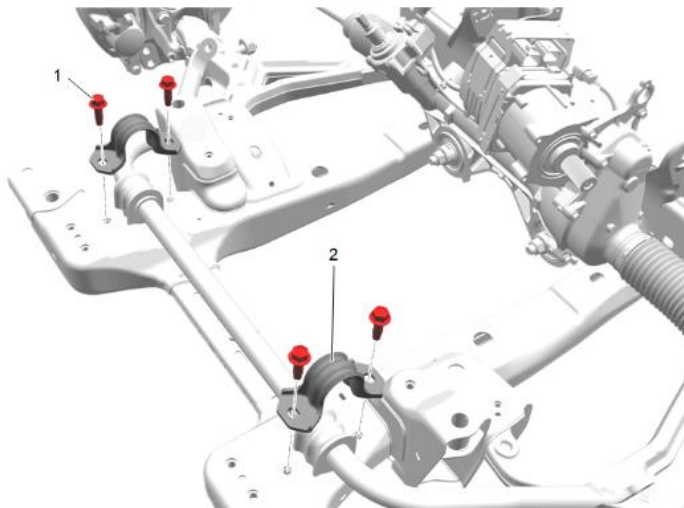
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3. Use the provided crows-foot style extension tool and approach from the rear of the vehicle in the center of the subframe in order to access the sway bar bolts, as shown.



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Note: Some components not shown for visual clarity.

4. Using a torque wrench and the special tool extension, torque Front Stabilizer Bar Bracket fasteners (1) with the torque wrench set to the calculated value, determined in step 2.
5. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

Service Procedure (VIN 2G5ZJ3HG8P9100202 ONLY)

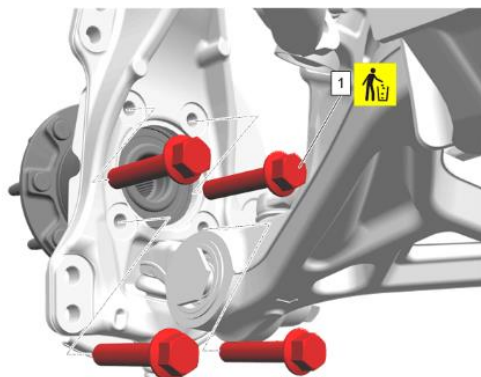
1. Raise and support vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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Note: Disassembly of any additional components should NOT be necessary for this procedure (ie: brake caliper, front wheel drive shaft, etc.)



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Note: Some components not shown for visual clarity.

2. One bolt at a time, remove each front right side wheel hub fastener and install NEW front wheel hub bolt hand tight.

Caution: This vehicle is equipped with torque-to-yield or single use fasteners. Install a NEW torque-to-yield or single use fastener when installing this component. Failure to replace the torque-to-yield or single use fastener could cause damage to the vehicle or component.

3. Tighten each front right side wheel hub fastener (1) to **160Nm (118 lb ft)** then torque each fastener an additional **45-60 degrees**.
4. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* 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 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**