

Customer Satisfaction Program

N232413960 Vehicles Built Without Passenger Seats



Release Date: November 2023

Revision: 00

Attention: 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.

This program is in effect until December 31, 2025.

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	Certain 2023 model year BrightDrop Zevo 600 vehicles may have been built without the passenger side jump seat.
Correction	Dealers are to install the passenger side jump seat.

Parts

Quantity	Part Name	Part No.
9	Pan Head Screws	11611317
13	Headliner Retainer	13475541
1	Windshield Sensor Cover	85127617
1	Seat back bracket	85597882
1	Seat back bracket	85597881
1	Bolt	11561031
1	Cushion Assembly	85037819
1	Seat Back Assm	85037817
1	Hip Blocker Assm	85037821
2	M8 Nuts	11546365
1	Passenger Roof Rail Airbag	85016097
1	Passenger Seat Belt and Retractor	87830275
1	Tire Pressure Label (with Occupancy info) (VIN Specific)	15261447
1	B-Pillar Trim	85016234
11	Rivets	11604983
1	New Frame Stand -off	85035516
1	Doubler Plate	85035517
1	Bolster airbag	85039688
4	Bolt	11609341
1	Front Lower Extruded Trim Piece	85635952
1	Front side door lower trim panel	85661518
1	Headrest bolt	11546465
1	Delfleet Evolution F4921BK or DP90LF	Obtain Locally

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 BrightDrop Connect. Please contact support@gobrightdrop.com for any parts ordering questions.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107077	Install Passengers Side Jump Seat (Including necessary body structure modifications and Restraint Control Module programming)	3.8	ZFAT	N/A

Important: (TECHNICIAN and WARRANTY ADMINISTRATOR) SERIAL NUMBER RECORDING REQUIREMENT. The replacement and old roof rail and bolster airbag serial numbers must be captured by the technician and recorded on the job card. The Warranty Administrator MUST enter the serial numbers in GWM (Global Warranty Management) or in DMS (Dealer Management System). Enter the serial number of one replacement airbag in the 'Labor Operation

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Dependency Code' field per the screen shown. Enter the old serial numbers and the other new serial number in the comments section, indicating which is which.

Labour Time [\[Top\]](#)

Labour Operation Code:

Module Replacement

Additional labour op code information:

Serial Number:

Base Labour Time:

Set Up Time:

Administration Time:

Other Labor Operation Code

Additional Time:

Diagnosis Time:

Other Labour Time

Paint Mix Time:

+

-

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Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Warning: Unless directed otherwise, the ignition must be OFF with the key removed, and all electrical loads must be OFF before servicing any electrical component. Disconnect the negative battery cable to prevent an electrical spark should a tool or equipment come in contact with an exposed electrical terminal. Failure to follow these precautions may result in personal injury and/or damage to the vehicle or its components.

For Vehicles equipped with OnStar® (UE1) with Back Up Battery:

The Back Up Battery is a redundant power supply to allow limited OnStar® functionality in the event of a main vehicle battery power disruption to the VCIM (OnStar® module). Do not disconnect the main vehicle battery or remove the OnStar® fuse with the ignition key in any position other than OFF. Retained accessory power should be allowed to time out or be disabled (simply opening the driver door should disable retained accessory power) before disconnecting power. Disconnecting power to the OnStar® module in any way while the ignition is On or with retained accessory power activated may cause activation of the OnStar® Back-Up Battery system and will discharge and permanently damage the back-up battery. Once the Back-Up Battery is activated it will stay on until it has completely discharged. The back-up battery is not rechargeable and once activated the back-up battery must be replaced.

Caution: This vehicle is equipped with a High Voltage (HV) battery safety monitoring system. The HV battery monitoring and notification system is disabled when the 12 Volt battery/system is removed/disconnected. To minimize the risk associated with a disabled HV battery safety monitoring system, always observe the following:

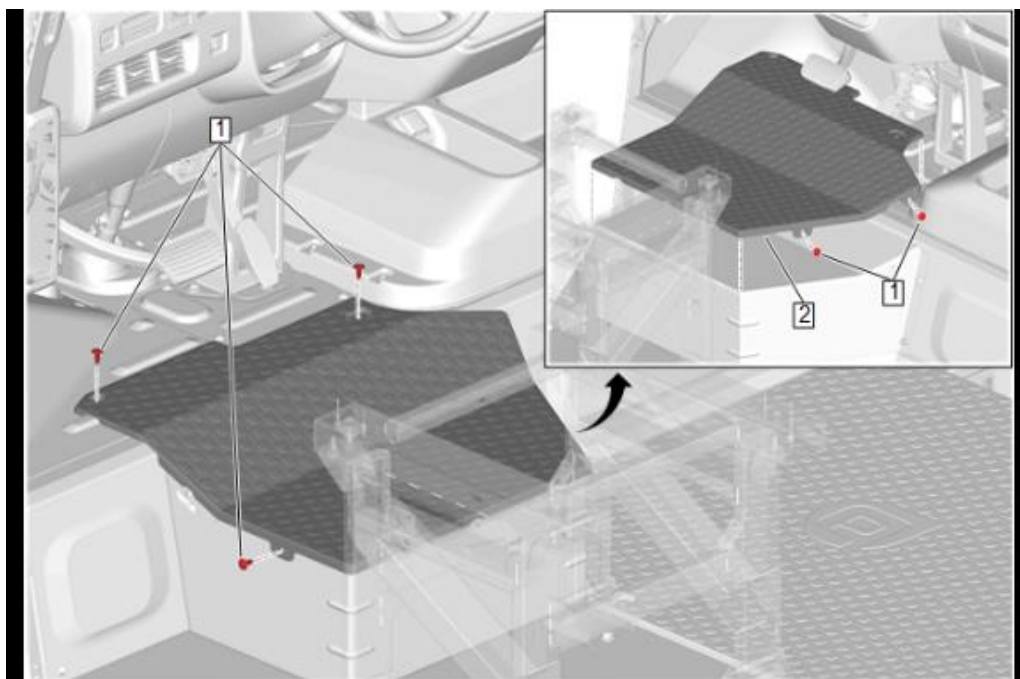
- Only disconnect the 12V battery/system as indicated by a service procedure.
- Minimize the length of time the 12V battery/system is disabled.
- Minimize the length of time the vehicle is left in a disassembled condition.

Note: The battery monitor module is attached directly to the battery negative terminal. It determines the battery condition by calculating the battery state of charge (SOC), functions, and state of health, which is used to help determine if the 12V Stop/Start system will allow an auto stop when the vehicle has come to a stop. IF only disconnecting the battery negative cable, do NOT disconnect the battery monitor module electrical connector at the module and do NOT disconnect the module at the battery negative post or else a module learn will be required to calibrate the module.

1. Apply parking brake.
2. Ensure the vehicle is turned off.
3. Check if the vehicle is plugged in to charge, and if so, disconnect it from the charger.
4. Mix paint per instructions provided with the F4921BK or DP90LF paint (on the can or on Technical Data Sheet provided with the product).
5. Using prep wipes, thoroughly clean all provided rivets.

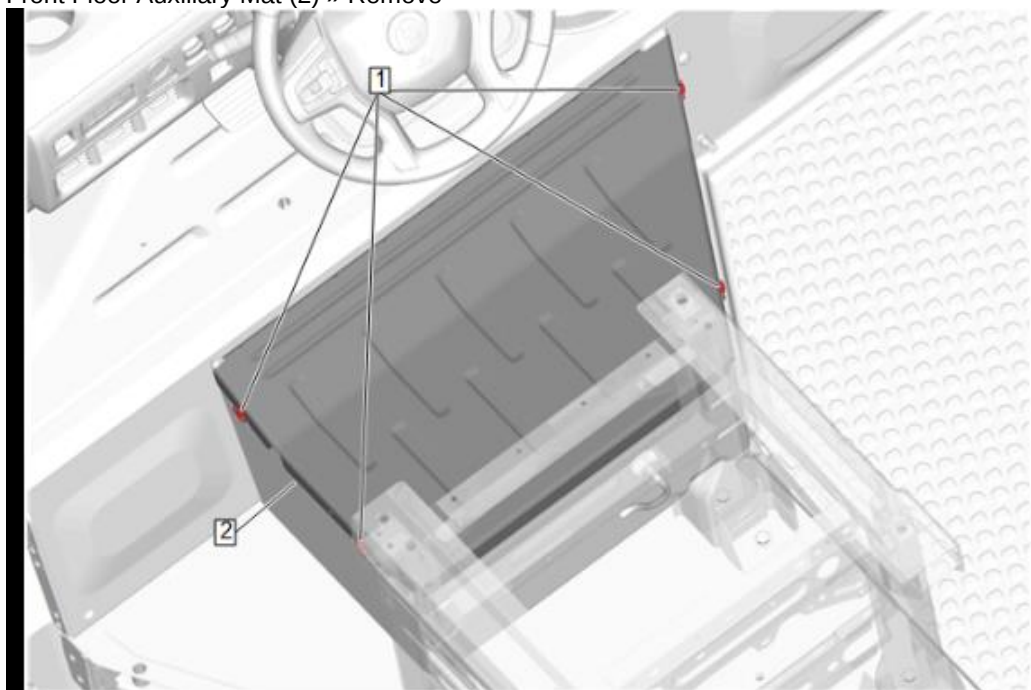
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6. Front Floor Auxiliary Mat Retainer (1) » Remove [5x]
7. Front Floor Auxiliary Mat (2) » Remove



6255445

8. Turn each dash lower center extension panel bolt (1) approximately one quarter turn and pull the bolt outwards lightly to disengage the bolt at the retainer.
9. Dash Lower Center Extension Panel - Upper (2) » Remove

Warning: Always ensure the Battery Maintenance Mode is inactive before disconnecting the 12 volt battery. This mode can be active with the ignition off, regardless of whether the vehicle charging cord is plugged in or not. When this mode is active, the on-board high voltage battery charger will energize the 12 volt battery cables and charge the 12 volt battery. Disconnecting the battery cables while this mode is active may result in an electrical shock or a burn from hot battery cable leads.

Warning: Unless directed otherwise, the ignition must be OFF with the key removed, and all electrical loads must be OFF before servicing any electrical component. Disconnect the negative battery cable to prevent an

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electrical spark should a tool or equipment come in contact with an exposed electrical terminal. Failure to follow these precautions may result in personal injury and/or damage to the vehicle or its components.

For Vehicles equipped with OnStar® (UE1) with Back Up Battery:

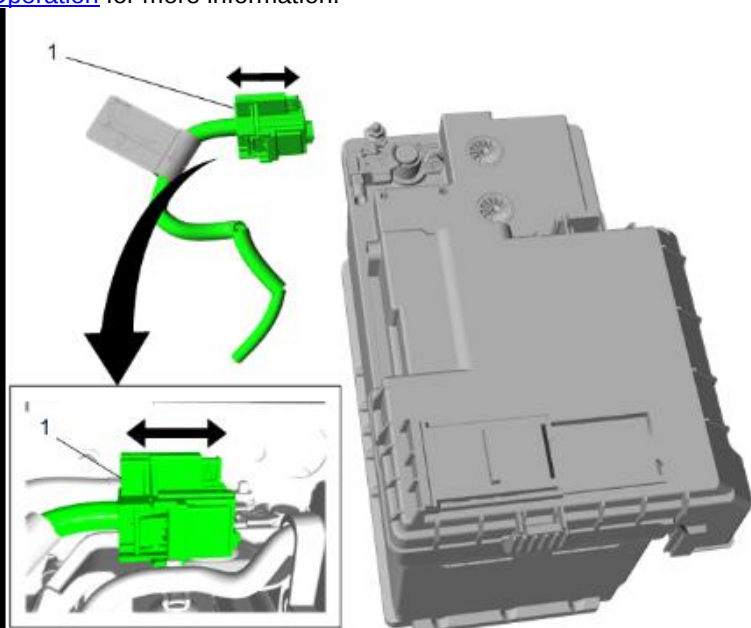
The Back Up Battery is a redundant power supply to allow limited OnStar® functionality in the event of a main vehicle battery power disruption to the VCIM (OnStar® module). Do not disconnect the main vehicle battery or remove the OnStar® fuse with the ignition key in any position other than OFF. Retained accessory power should be allowed to time out or be disabled (simply opening the driver door should disable retained accessory power) before disconnecting power. Disconnecting power to the OnStar® module in any way while the ignition is On or with retained accessory power activated may cause activation of the OnStar® Back-Up Battery system and will discharge and permanently damage the back-up battery. Once the Back-Up Battery is activated it will stay on until it has completely discharged. The back-up battery is not rechargeable and once activated the back-up battery must be replaced.

Caution: This vehicle is equipped with a High Voltage (HV) battery safety monitoring system. The HV battery monitoring and notification system is disabled when the 12 Volt battery/system is removed/disconnected. To minimize the risk associated with a disabled HV battery safety monitoring system, always observe the following:

- Only disconnect the 12V battery/system as indicated by a service procedure.
- Minimize the length of time the 12V battery/system is disabled.
- Minimize the length of time the vehicle is left in a disassembled condition.

Note: The battery monitor module is attached directly to the battery negative terminal. It determines the battery condition by calculating the battery state of charge (SOC), functions, and state of health, which is used to help determine if the 12V Stop/Start system will allow an auto stop when the vehicle has come to a stop. IF only disconnecting the battery negative cable, do NOT disconnect the battery monitor module electrical connector at the module and do NOT disconnect the module at the battery negative post or else a module learn will be required to calibrate the module.

10. Check the 12 volt battery voltage with a digital multimeter before disconnecting any battery cables leads. If the voltage is 13.5 volts or above, the Battery Maintenance Mode is active. The technician must wait for the T18 battery charger to deactivate before disconnecting the battery negative cable. Refer to [Charging System Description and Operation](#) for more information.

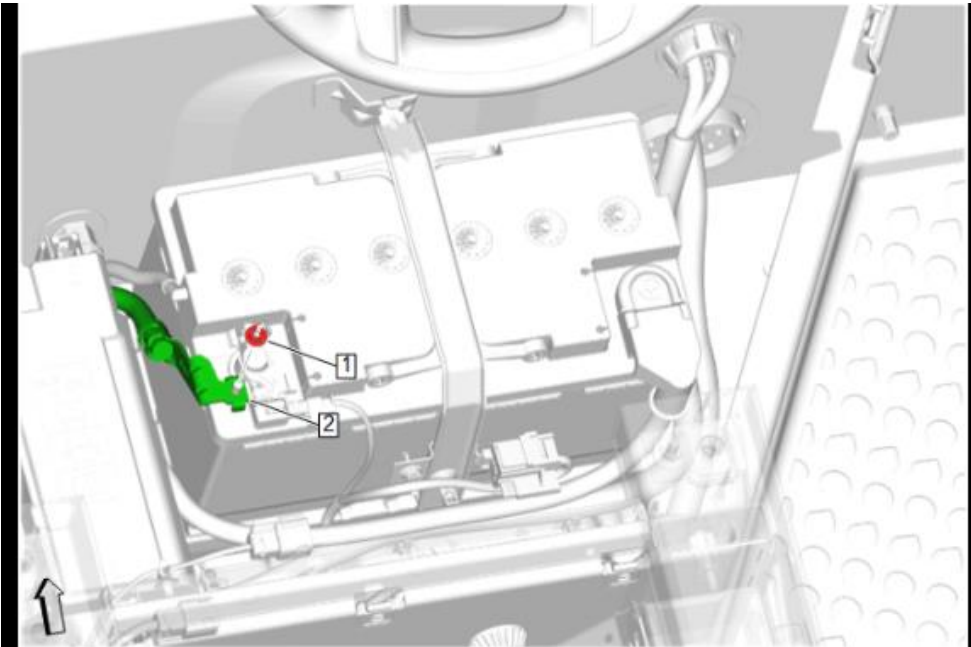


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11. Engage the high voltage service lockout (HVSL) (1) by lifting the red connector position assurance tab, then while depressing the connector tab, pull apart the connector halves until the indicator tab wording changes from ON to OFF. Place a tie strap or a high voltage disable padlock through the exposed HVSL hole to prevent improper re-engagement.

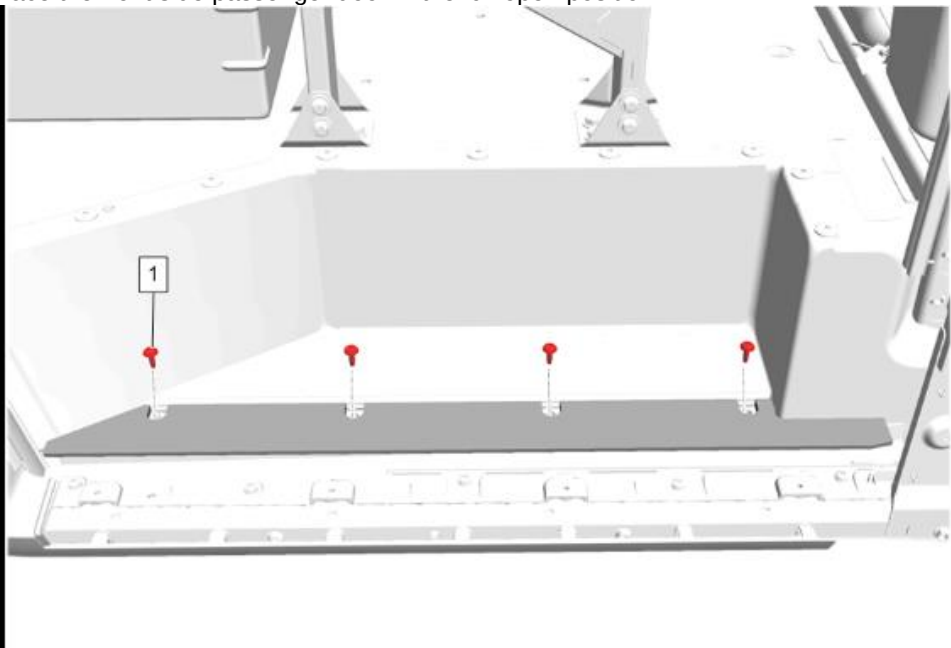
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12. Battery Negative Cable Nut (1) » Remove
13. Battery Negative Cable (2) @ Battery Monitor Module » Reposition away
14. Place the front side passenger door in the full open position.

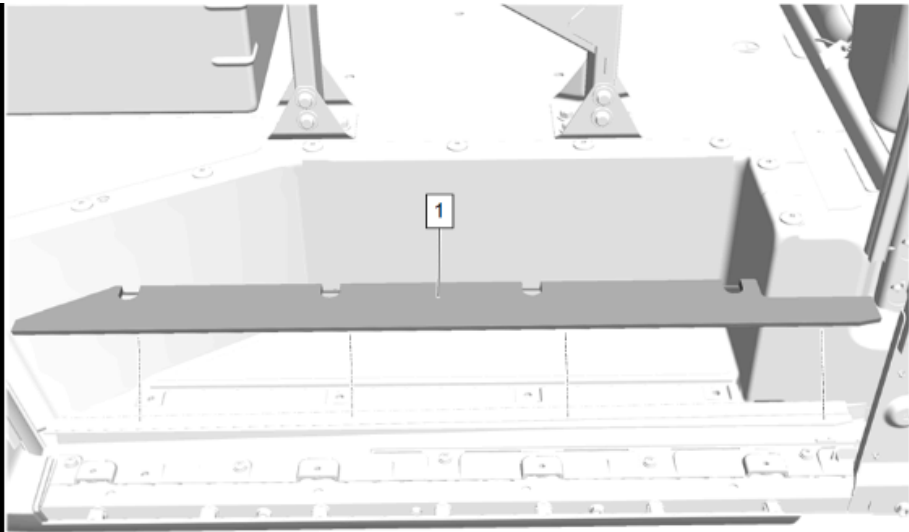


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15. Remove the 4 Front Side Door Inner Guide Bolts (1)

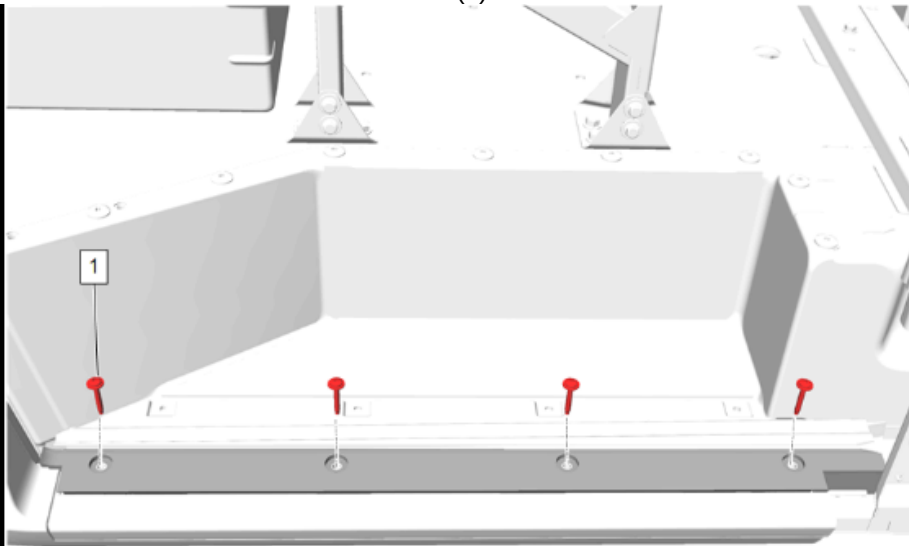
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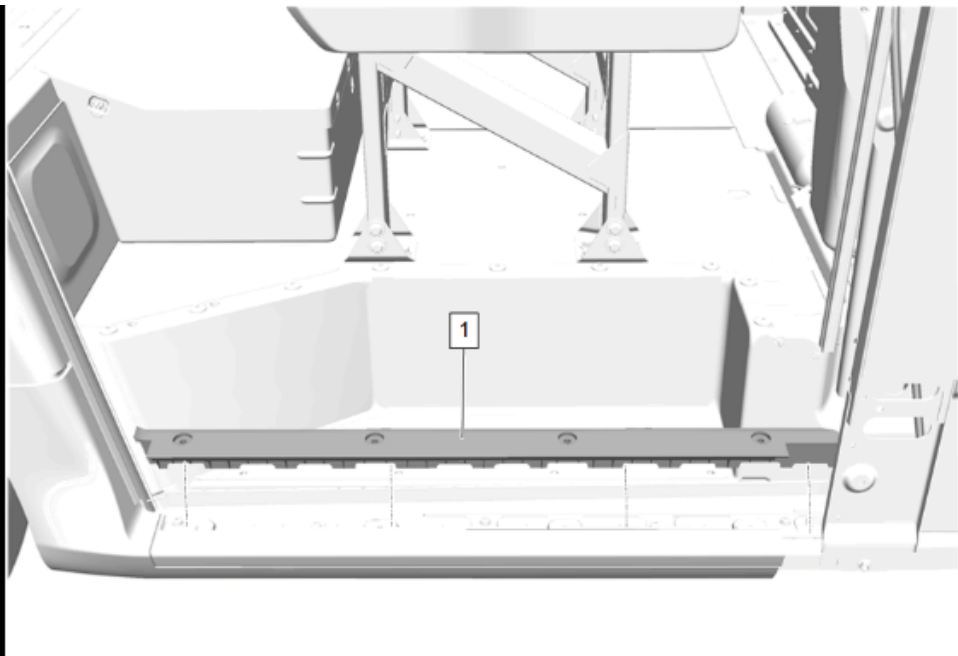
5880862

16. Remove the Front Side Door Inner Guide (1)



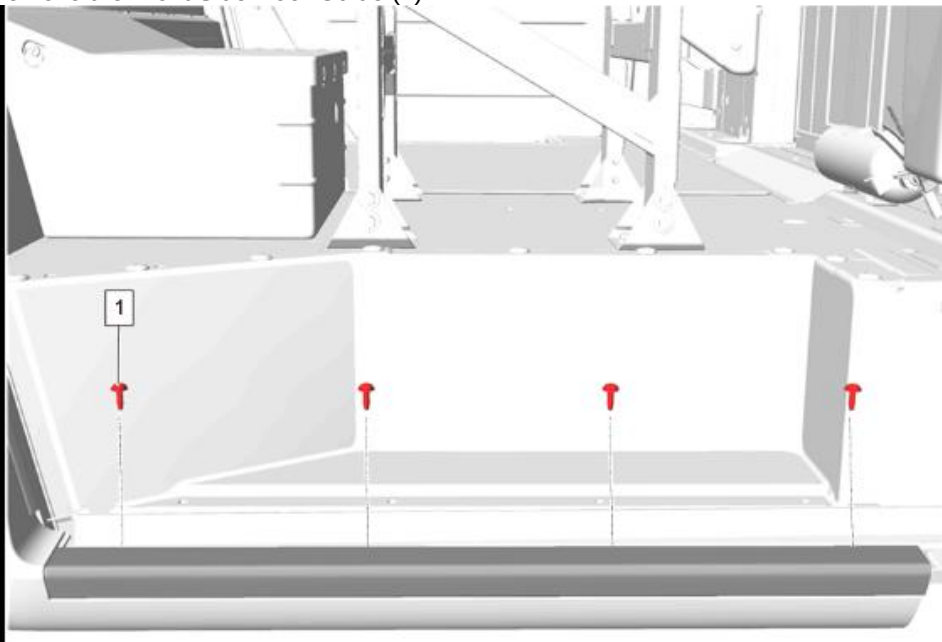
5880896

17. Remove the 4 Front Side Door Guide Bolt (1)



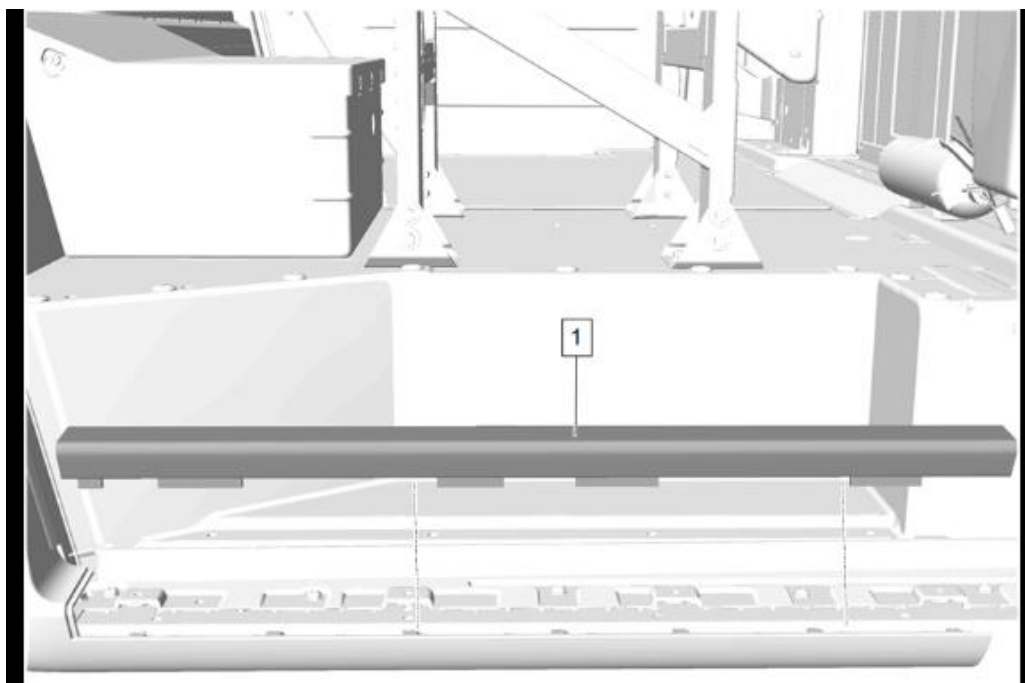
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18. Remove the Front Side Door Guide (1)



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19. Remove and discard the 4 Front Side Door Guide Molding Bolt (1)



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20. Remove and DISCARD the Front Side Door Guide Molding (1).

21. Using a Floor Jack, lift and support the vehicle.

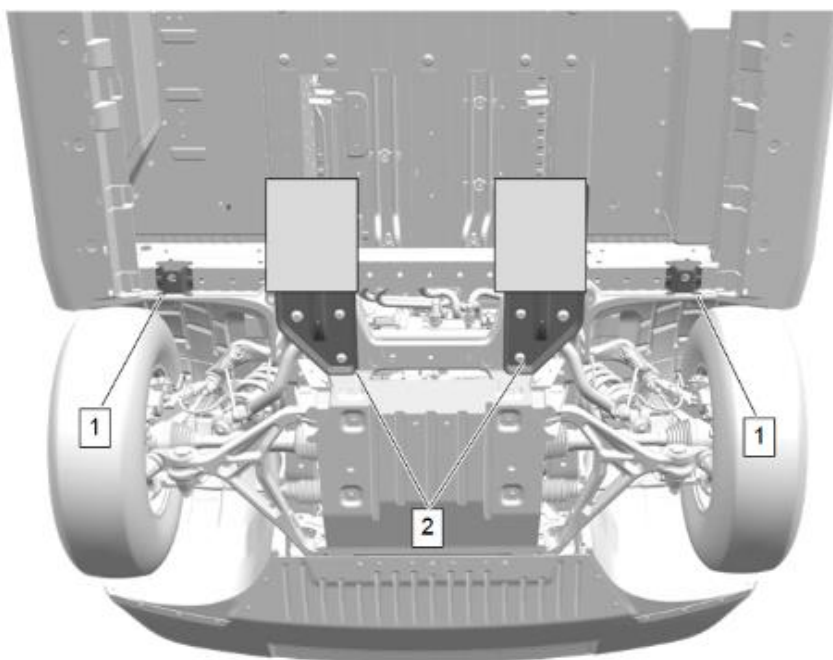
Caution: When you are jacking the vehicle at the front locations, be certain that the jack or the jack lift pad does not contact the front fascia, front fascia air dam, or the front fenders. If such contact occurs, vehicle damage may result. When jacking at selected front locations additional clearance may be required for the jacking points. When you are lifting a vehicle with a service floor jack, block the wheels at the opposite end from which you are lifting. Use jack stands to provide additional support. Be sure to place a block pad between the service floor jack lift surface and the vehicle or utilize an integrated jack with pad to prevent underbody damage. The service floor jack pad interface must not cause damage to the vehicle underbody, such as weld flanges, shields, the battery pack, lower control arms, springs. The service floor jack pad must not contact the rocker panel or the floor pan.

Note:

- When you are lifting a vehicle with a service floor jack, block the wheels at the opposite end from which you are lifting. Use jack stands to provide additional support.
- Be sure to place a block pad between the service floor jack lift surface and the vehicle or utilize an integrated jack with pad to prevent underbody damage.
- The service floor jack pad interface must not cause damage to the vehicle underbody, such as weld flanges, shields, the battery pack, lower control arms, springs.
- The service floor jack pad must not contact the rocker panel or the floor pan.

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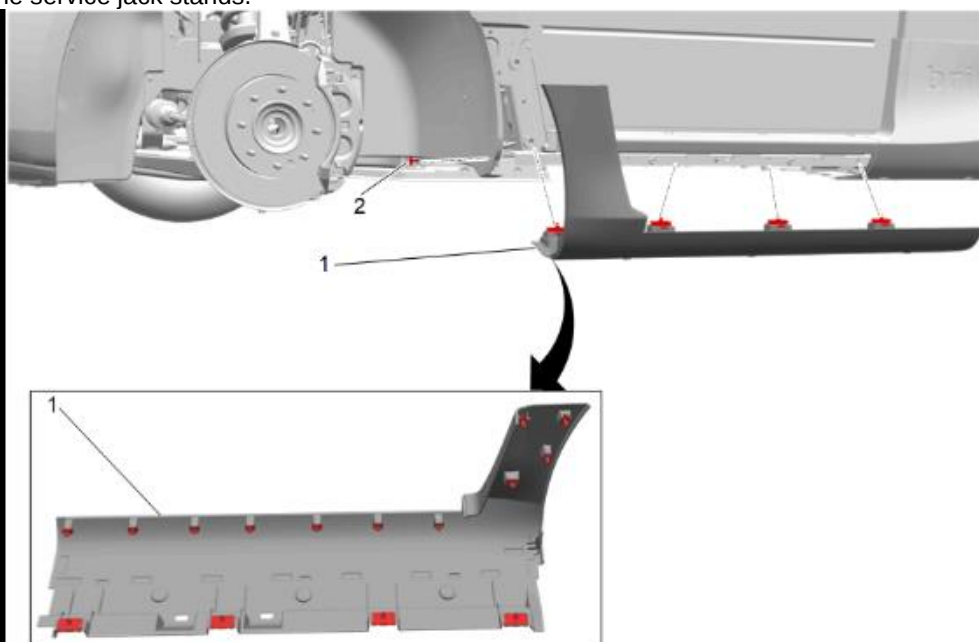
5990972

Note: ONLY lift the forward portion of the bracket. Do NOT lift the rear of the bracket.

22. When lifting the Front of the vehicle with a service floor jack, lift the vehicle at the front lift pad (1) on the passenger's side only. Place jack stand under the secondary jacking location on the passenger side to provide additional support (2).

Note: ONLY lift the forward portion of the bracket. Do NOT lift the rear of the bracket. It is only necessary to lift the passenger's front corner of the vehicle for this procedure.

23. When supporting the Front of the vehicle with service jack stands only, support the vehicle at the primary service floor jack location (1). Utilize the secondary service floor jack location (2) to lift the front of the vehicle to then place the service jack stands.



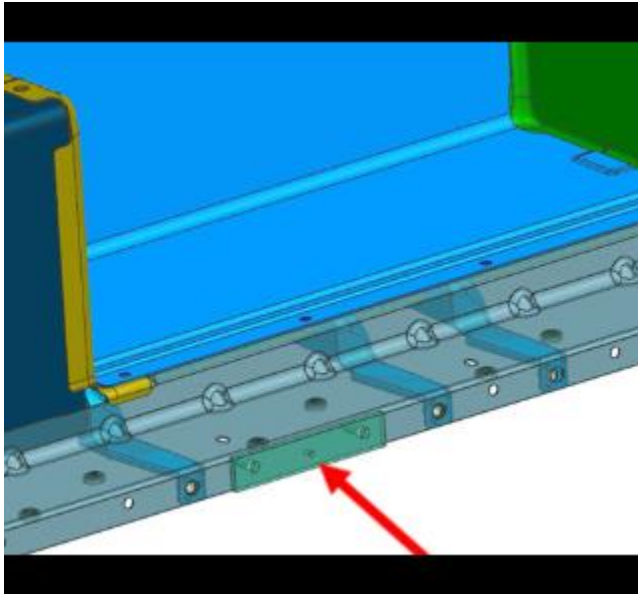
5837777

24. Remove the Front Wheelhouse Liner Bolt (2)

25. Remove and DISCARD the Rear Body Side Paint Protector. Apply a double layer of masking tape around the perimeter of the painted surfaces.

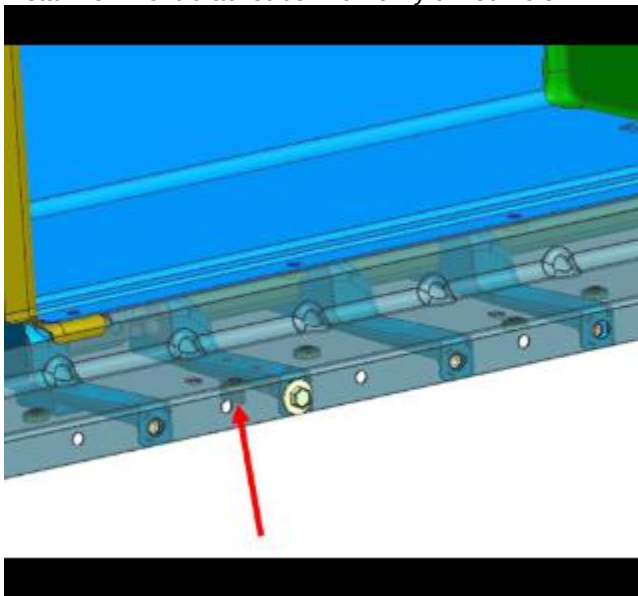
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26. Insert Template A pins into sill plate holes and mark with a center punch and then remove template.
27. Drill and deburr a hole 9.5mm (3/8 inch) at template center hole.
28. Install new front bracket behind newly drilled hole.

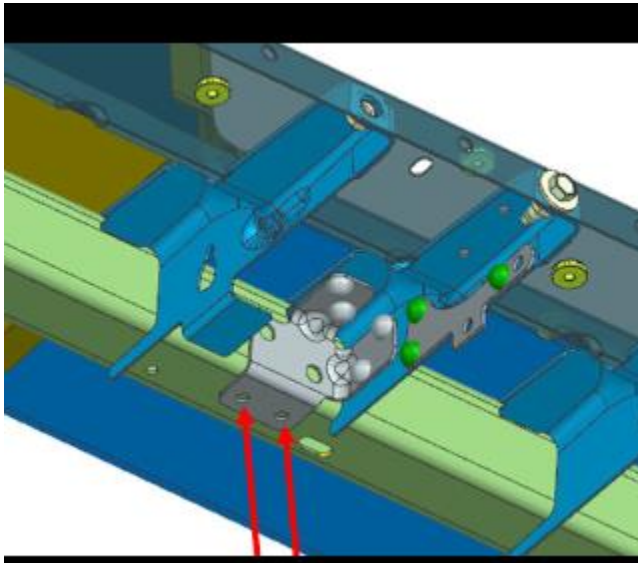


6411255

29. Locate front bracket assembly using the drilled hole and secure with bolt (hand tight).

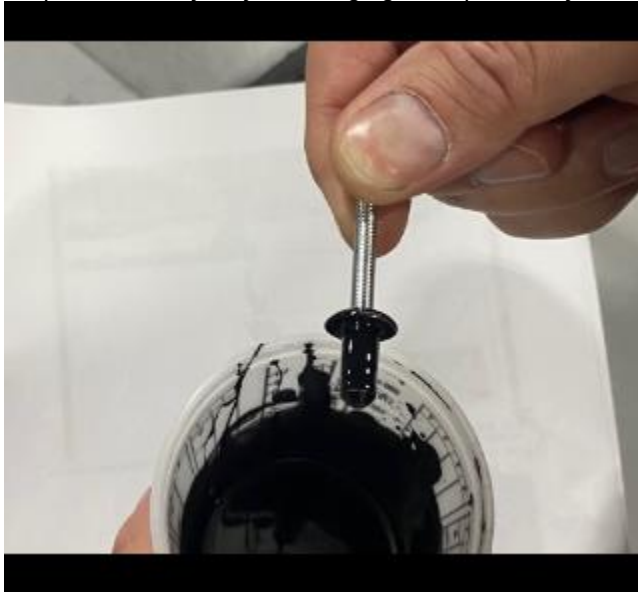
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6411269

30. With bracket secure in place (bolt hand tight) drill and deburr hole in green rail using front hole (6.7mm 17/64 in) using bracket as template.
31. Prepare a rivet by fully submerging it the previously mentioned Paint/Corrosion material and insert rivet into hole.



6411271

Important: Rivet **MUST** fully be submerged and coated in product to prevent any corrosion.

32. Install prepared rivet into newly drilled hole.
33. Then drill and deburr hole in green rail using bracket rear hole and insert 2nd prepared rivet in rear hole.

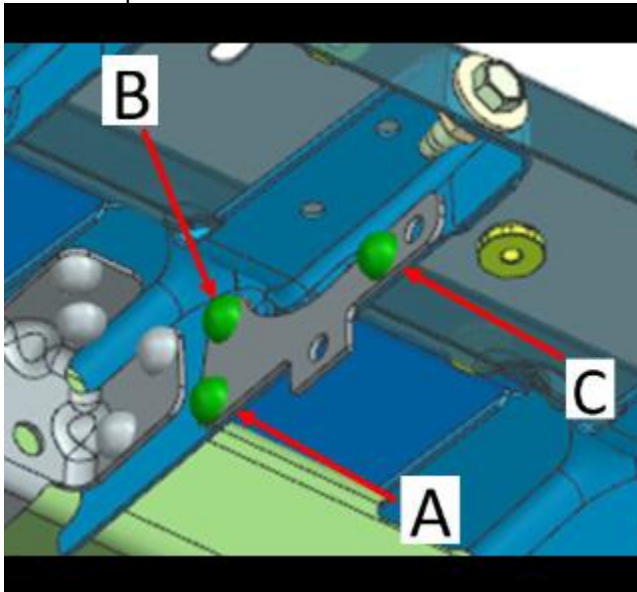
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6431341

34. Position doubler plate to the bracket rearward of the newly installed bracket like illustrated above and secure with vice grips. Ensure doubler plate is perfectly flush with the bottom of the bracket, and use Template A as a spacer as shown to space it out from the outside of the vehicle.



6411276

35. Drill a 6.7mm (17/64 in) hole in the inboard location (A).
36. Install rivet (GM part number 11604983).
37. Drill a 6.7mm (17/64 in) hole in the middle location (B).
38. Install rivet (GM part number 11604983).
39. Drill a 6.7mm (17/64 in) hole in the outboard location (C).
40. Install rivet (GM part number 11604983).

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6431351

41. Remove the two Front Side Door Lower Guide bolts indicated by tape above, align & insert Template B pins into guide holes & sill plate nuts.



6411290

42. Use one of the removed Front Side Door Lower Guide bolt to tighten Template B into place (finger tight).

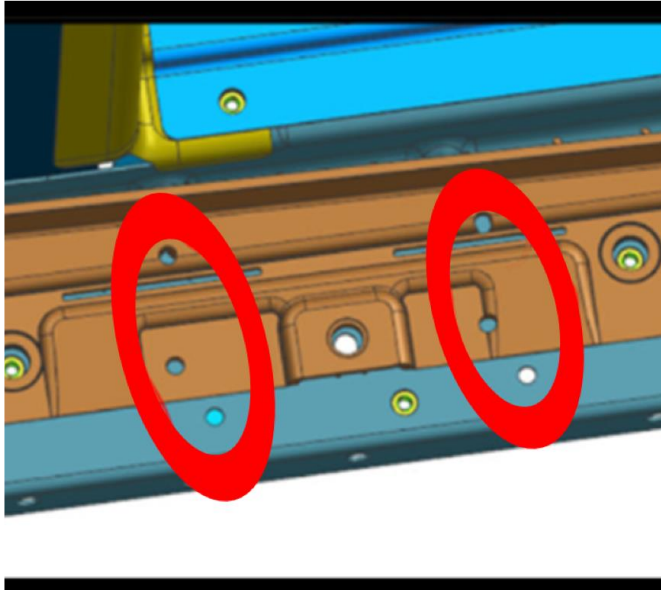
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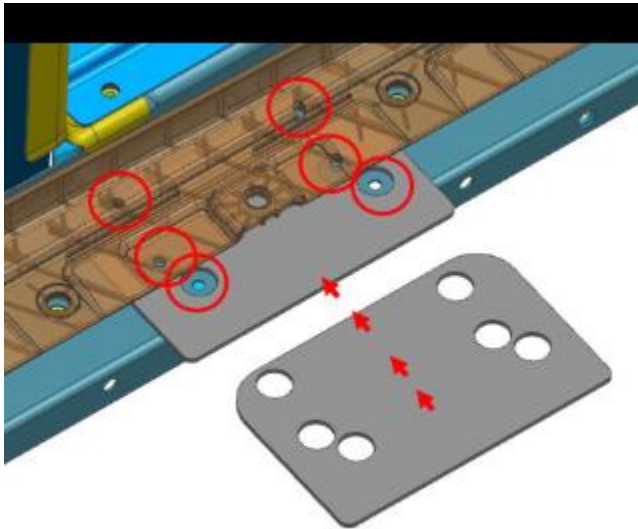
6411291

43. Drill 6 1/4 inch holes using Template B guide holes from the top down (holes must go through the guide, the sill plate and bracket). Remove Template B from the vehicle.
44. Redrill the 1/4 inch holes using a 6.7mm (17/64ths) drill and then deburr all drilled holes.



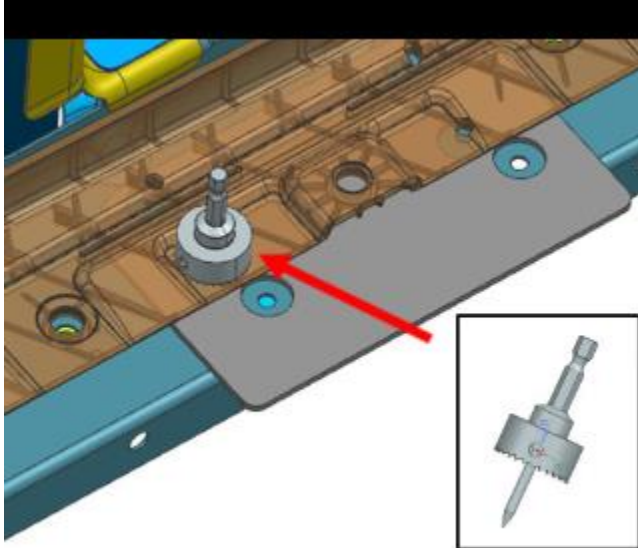
6411295

45. Illustration shows sill and guide with both sets of holes.



6411607

46. Insert Drill Protector (steel) between sill plate and lower guide and align template clearance holes.

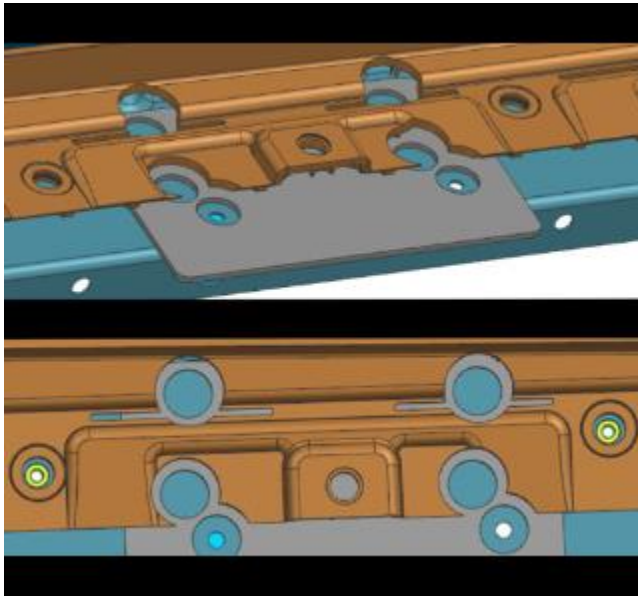


6411610

47. Using hole saw (approx. 28.5mm diam. With smooth guide pin) and the pilot holes as locator, drill six clearance holes. Drill through to the lower plastic guide until contact with the steel spacer.

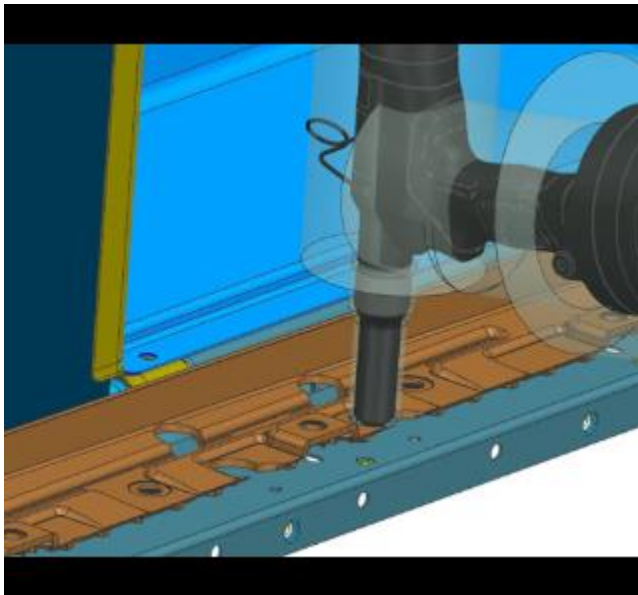
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6411612

Lower guide with clearance holes drilled out.
48. Remove Drill Protector.

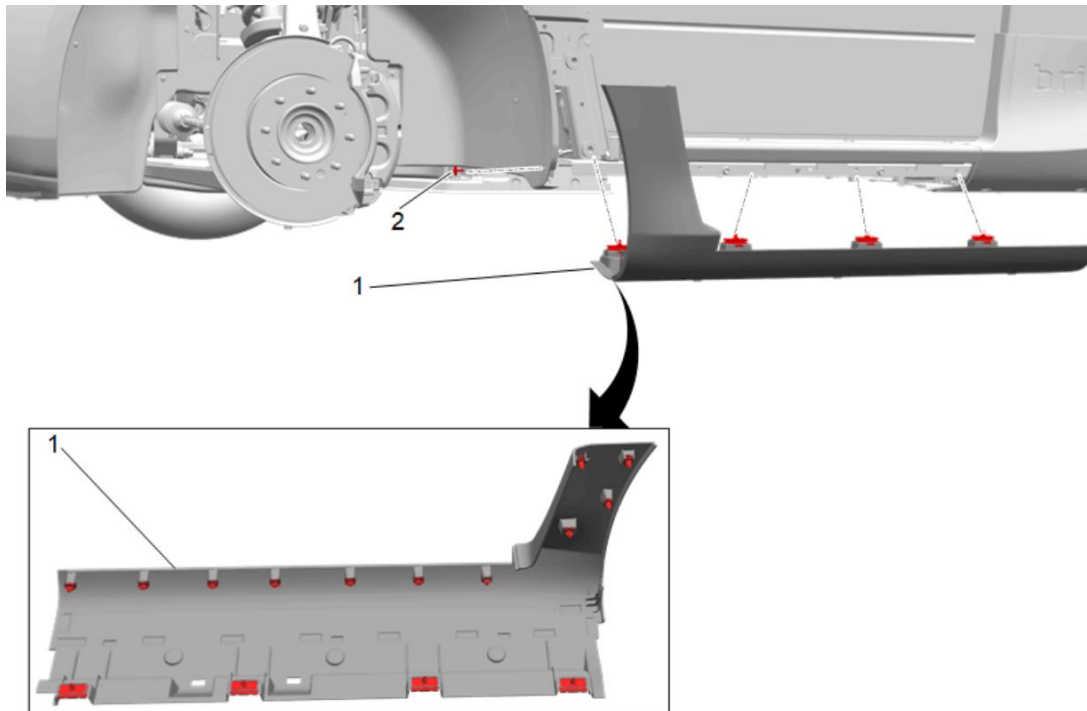


6411613

49. Using rivet gun install and secure 6 rivets.
50. Once rivets are installed, paint all the newly installed rivets with the previous mentioned corrosion protection coating on both top and bottom.
51. Torque the outside bolt to 16 ft-lbs (22Nm)
52. Reinstall the Front Side Door Lower Guide bolts into the vehicle and torque to 80 lb in (9 N-m).

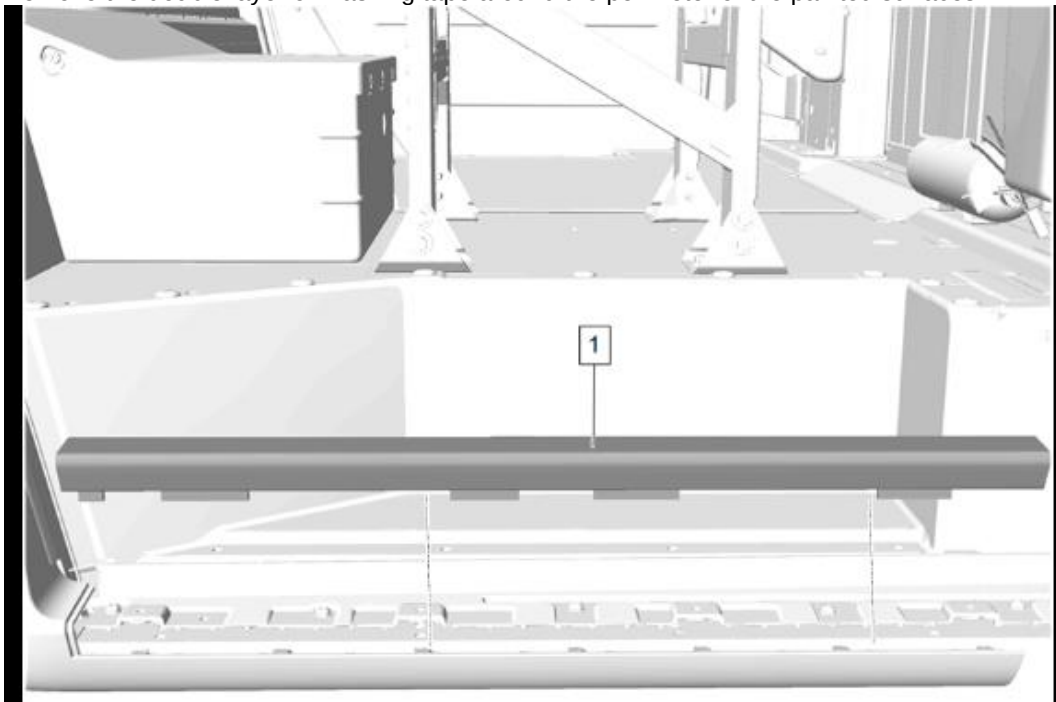
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5837777

53. Install New Rear Body Side Paint Protector.
54. Install Front Wheelhouse Liner Bolt (2).
55. Torque to 2.5 Nm (22 lb in).
56. Lower vehicle.
57. Remove the double layer of masking tape around the perimeter of the painted surfaces.

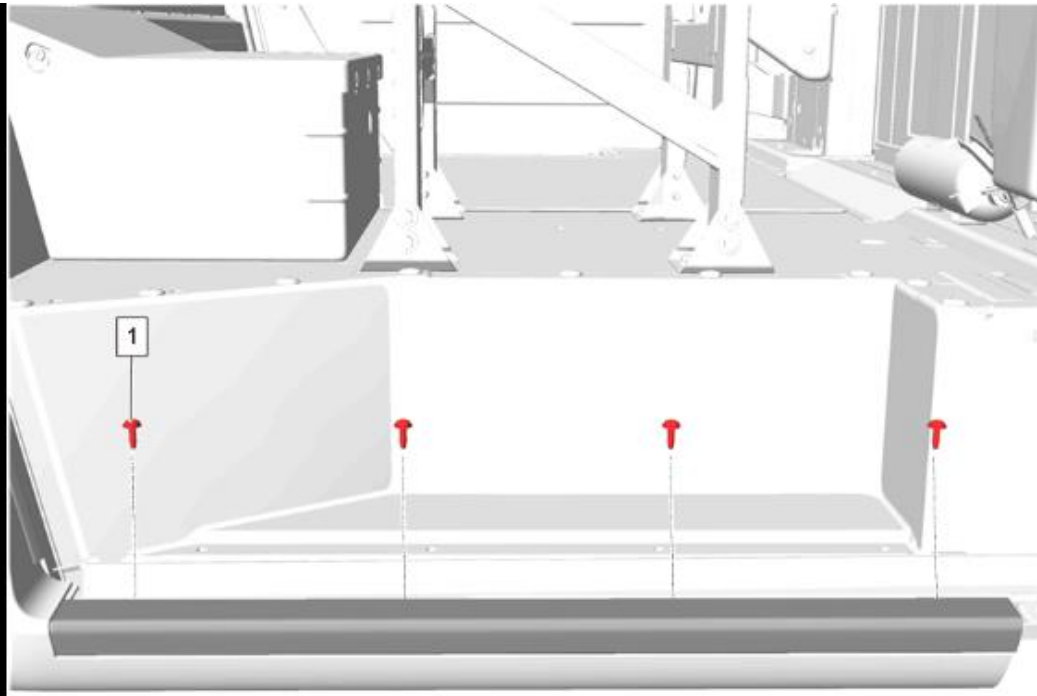


5880881

58. Install a NEW Front Side Door Guide Molding (1).

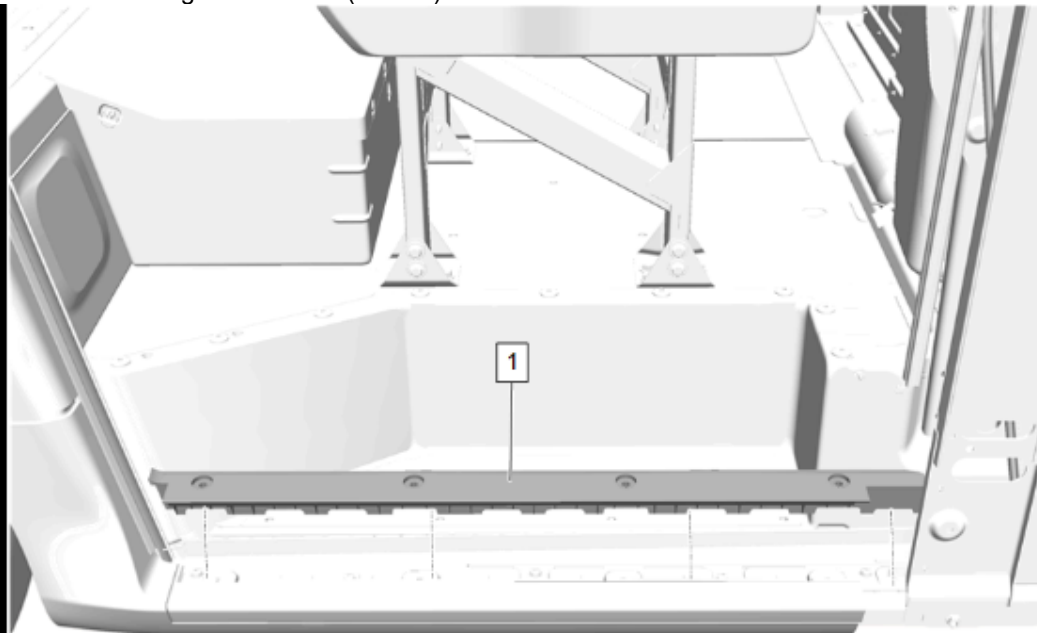
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5880943

- 59. Install new Front Side Door Guide Molding Bolts (1).
- 60. Install New and tighten to 9 Nm (80 lb in).

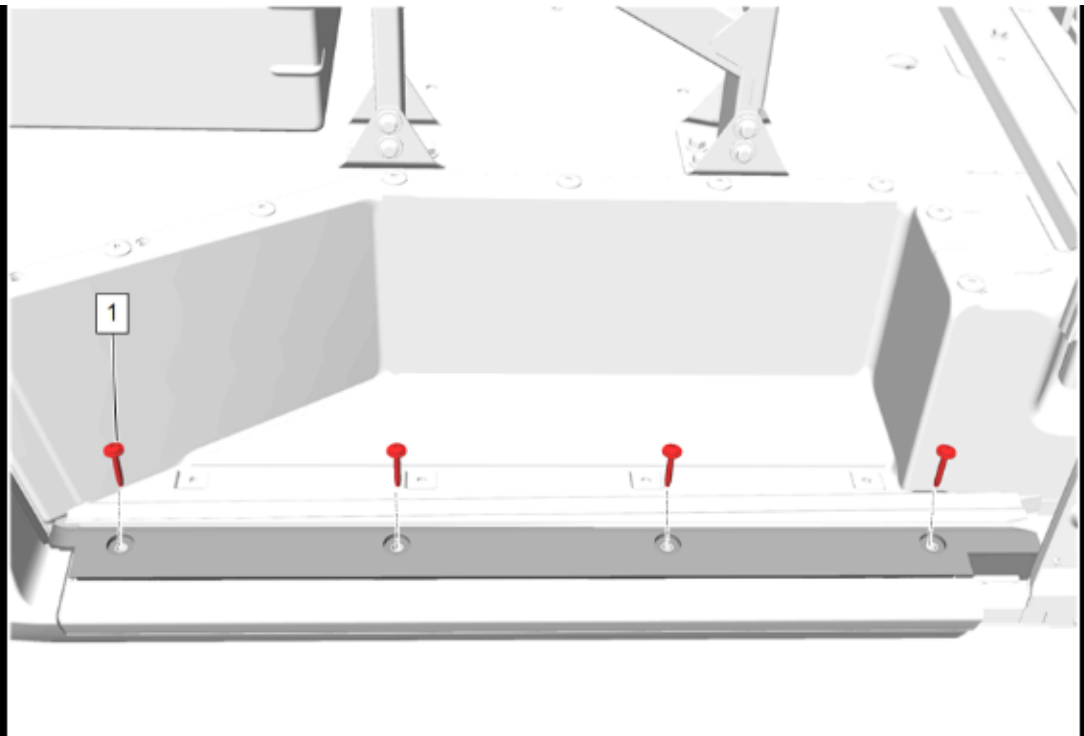


5880881

- 61. Install Front Side Door Guide (1)

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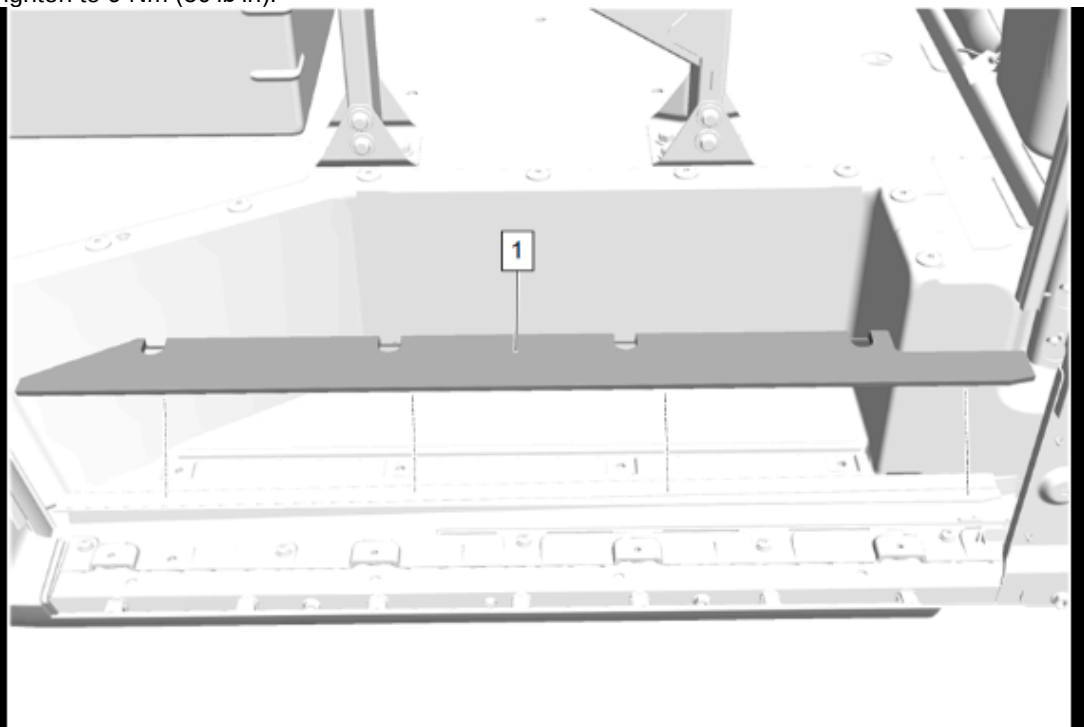
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5880896

62. Install Front Side Door Guide Bolts (1)

63. Tighten to 9 Nm (80 lb in).

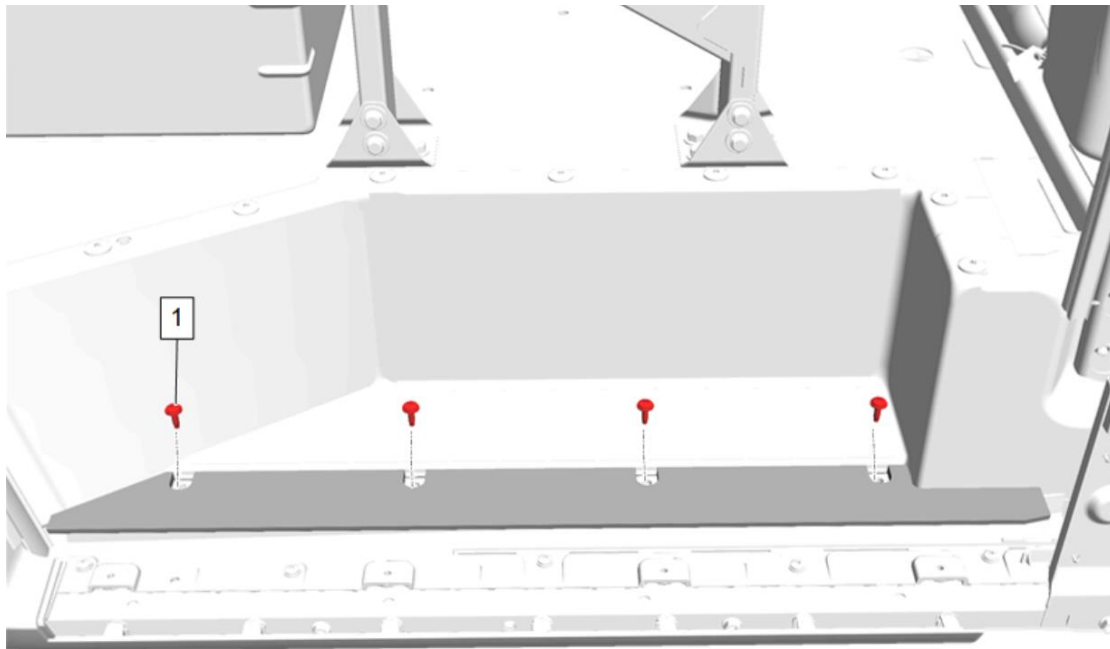


5880862

64. Install Front Side Door Inner Guide (1).

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5880865

65. Install Front Side Door Inner Guide Bolts.

66. Tighten to to 9 Nm (80 lb in)

67. Remove and Install the Front Row Roof Rail Airbag by completing the following:

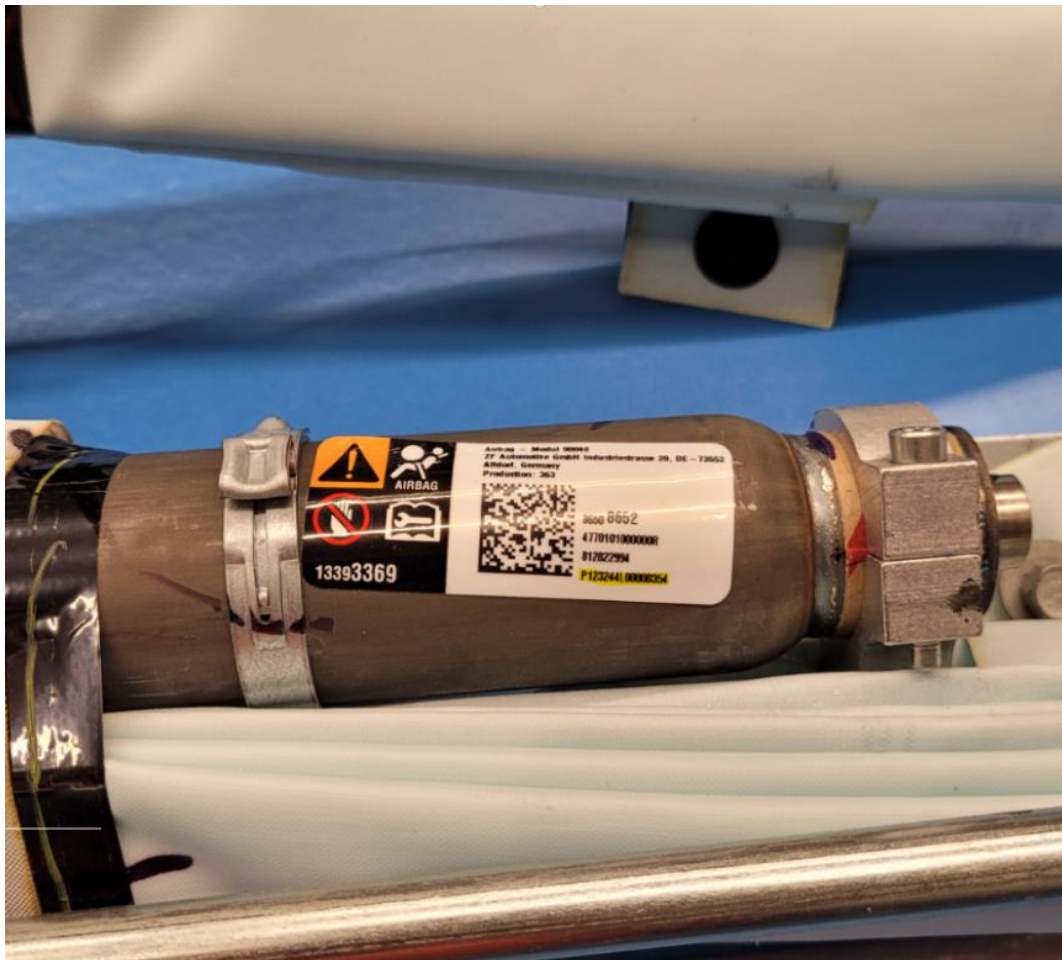
Warning: Do not attempt to repair or alter the head impact energy-absorbing material glued to the headliner or to the garnish trims. If the material is damaged, replace the headliner and/or the garnish trim. Failure to do so could result in personal injury.

Caution: If a vehicle is equipped with a head curtain inflator module ensure that the inflator module and tether are undamaged. If tether or curtain airbag are damaged in any way, they must be replaced. **Caution:** Use care when working around the head curtain inflator module. Sharp tools may puncture the curtain airbag. If the head curtain inflator module is damaged in any way, it must be replaced.

REQUIRED: Replacement Part Serial Number Recording (Warranty Claim Method) for all EXPORT markets (For vehicles that are listed in IVH) and for ALL Markets for vehicles that are NOT listed in IVH.

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Important: (TECHNICIAN and WARRANTY ADMINISTRATOR) SERIAL NUMBER RECORDING REQUIREMENT. The replacement roof rail and bolster airbag serial numbers must be captured by the technician and recorded on the job card. The Warranty Administrator **MUST** enter the serial numbers in GWM (Global Warranty Management) or in DMS (Dealer Management System). Enter the serial number of the **replacement roof rail airbag** in the 'Labor Operation Dependency Code' field per the screen shown. All other airbag serial numbers required per the warranty section should be entered in comments.

Labour Time [\[Top\]](#)

Labour Operation Code: _____

Module Replacement

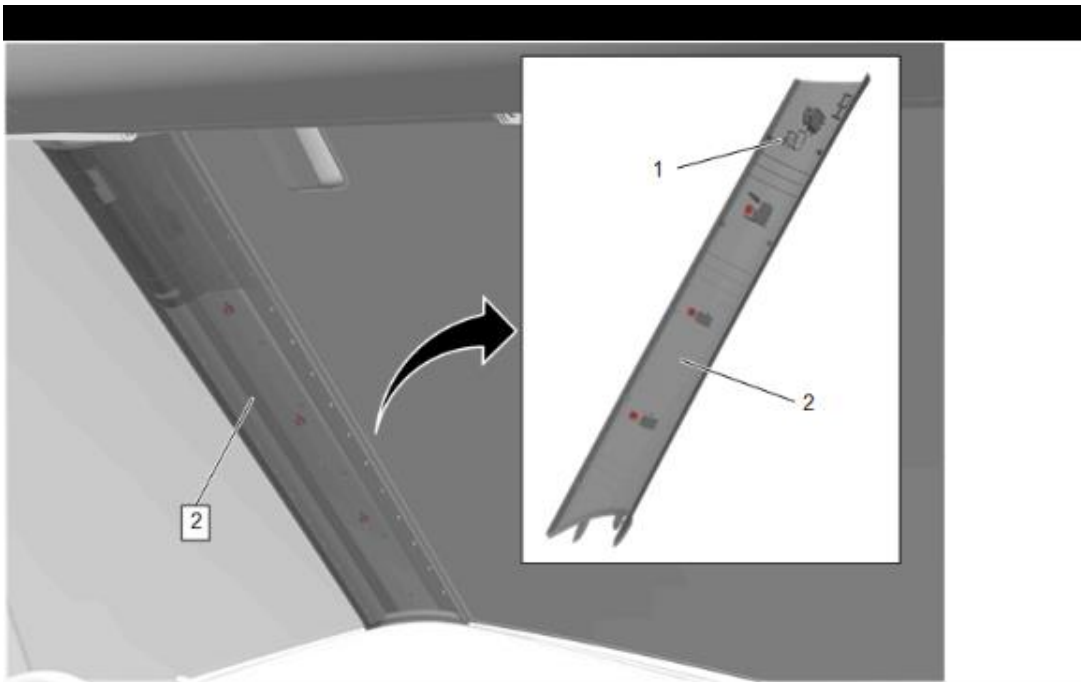
Additional labour op code information: Serial Number:

Base Labour Time:		
Set Up Time:	Additional Time:	Paint Mix Time:
Administration Time:	Diagnosis Time:	
Other Labor Operation Code	Other Labour Time	
		+ -

5844317

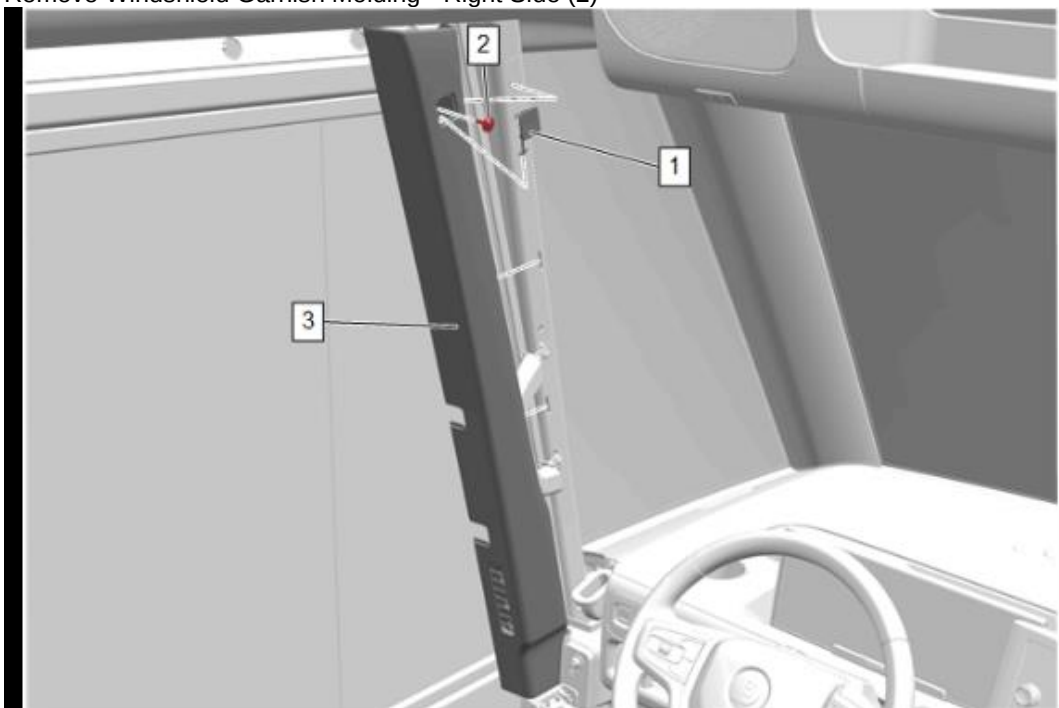
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5876497

68. Pull down the windshield garnish molding (2) rearwards to release the retaining clips from the A pillar on the right side of the vehicle.
69. Access the windshield garnish bolt (1) on the backside of the windshield garnish molding (2) on the right side of the vehicle.
70. Remove Windshield Garnish Molding Bolt - Right Side (1)
71. Remove Windshield Garnish Molding - Right Side (2)

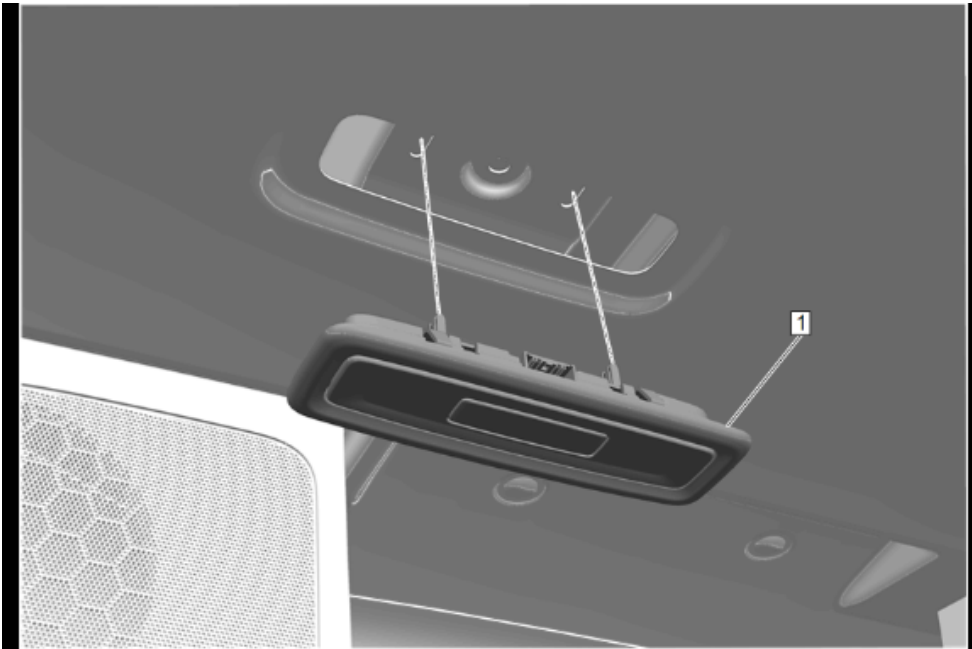


5876768

72. Remove Body Side Front Window Garnish Molding Insert - Right Side (1)
73. Center Pillar Upper Garnish Molding Bolt - Right Side (2)
74. Using a flat-bladed plastic trim tool, release the retaining clips.
75. Remove Body Side Front Window Garnish Molding - Right Side (3)

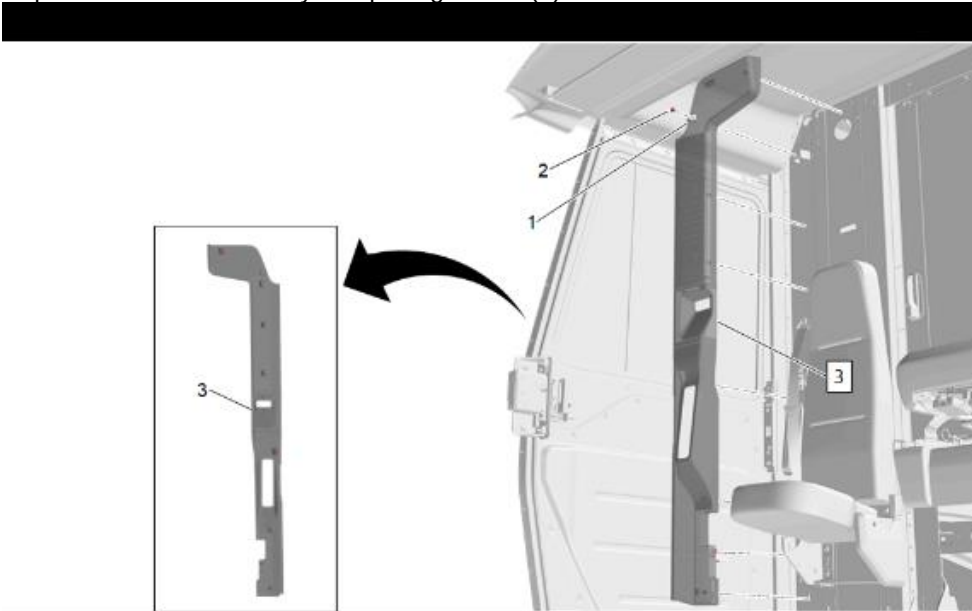
Customer Satisfaction Program

N232413960 Vehicles Built Without Passenger Seats



5914792

76. Reposition Center Courtesy Lamp - Right Side (1)

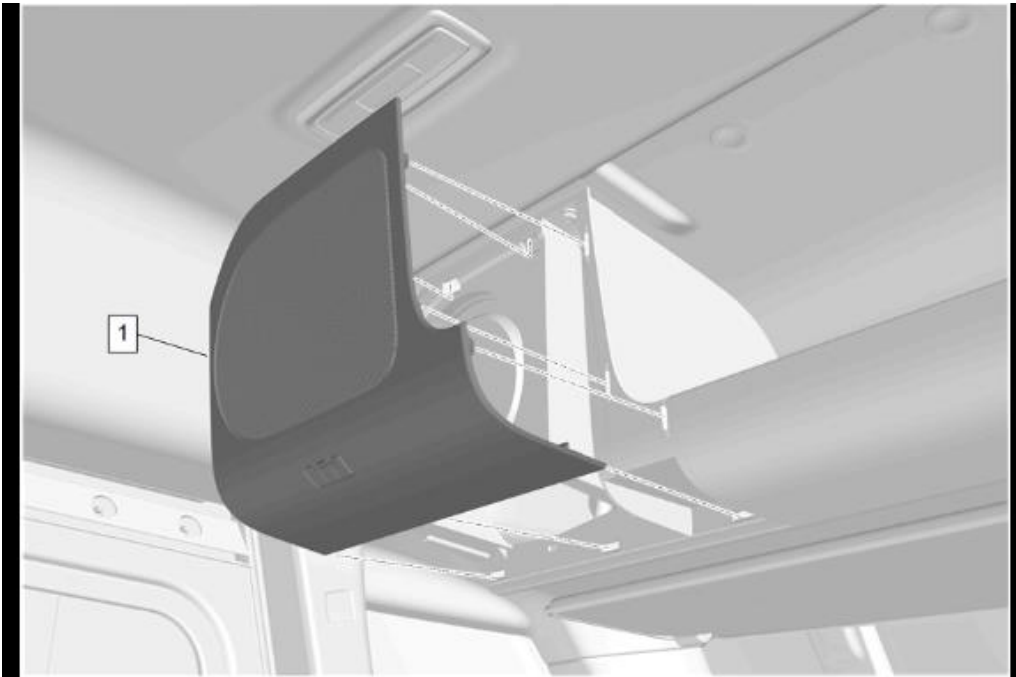


5879004

- 77. Remove Center Pillar Upper Trim Panel Bolt Cap (1)
- 78. Remove Center Pillar Upper Garnish Molding Bolt (2)
- 79. Using a flat-bladed plastic trim tool, release the retaining clips.
- 80. Remove and discard Center Pillar Upper Trim Panel - Right Side (3)

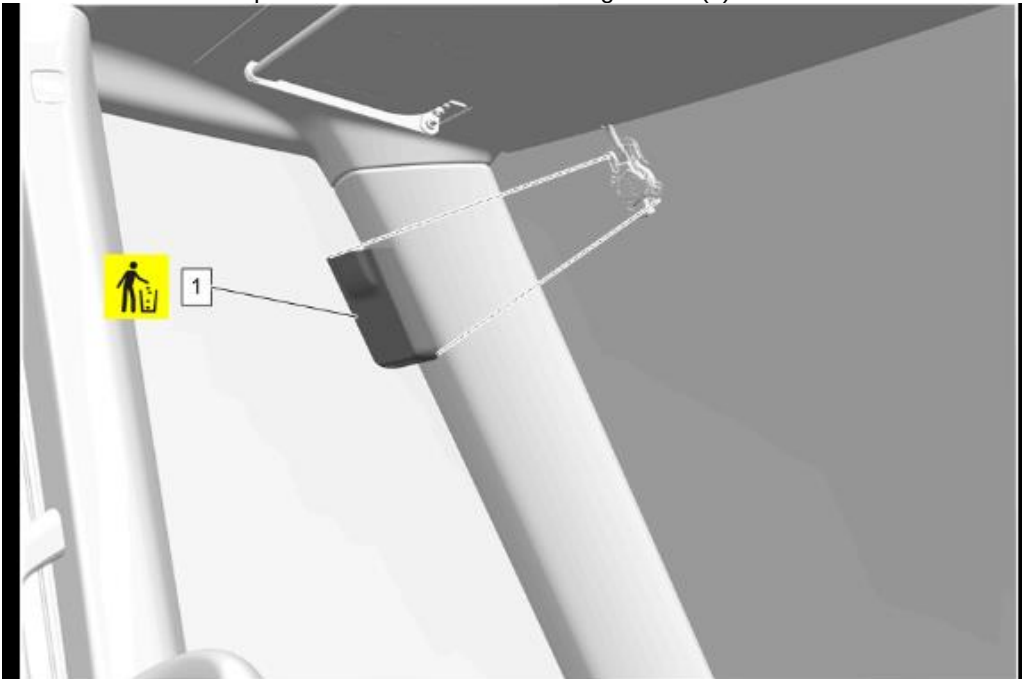
Customer Satisfaction Program

N232413960 Vehicles Built Without Passenger Seats



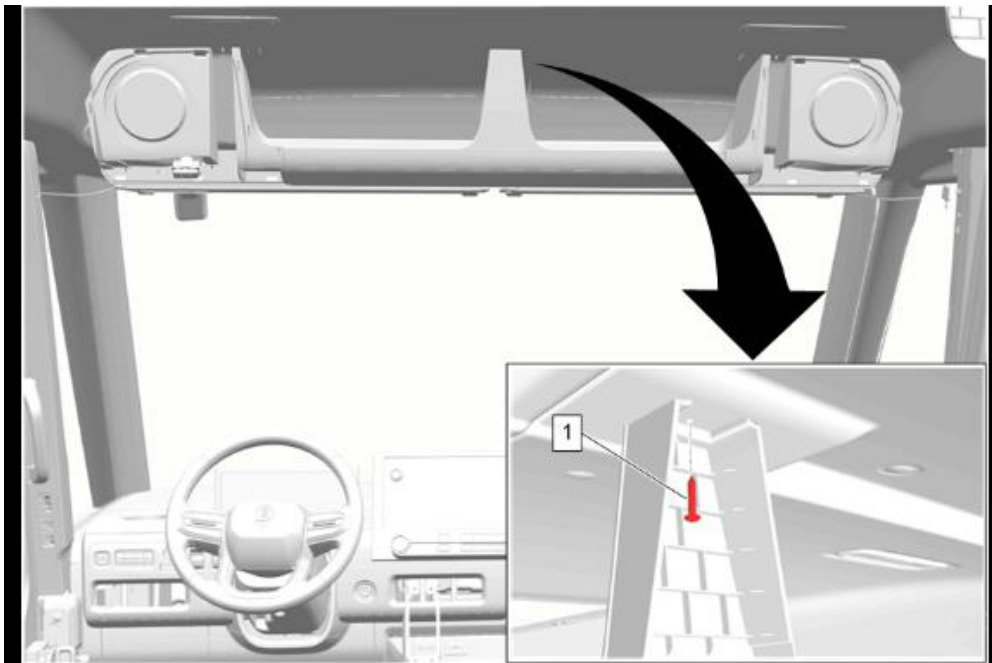
5877091

- 81. Using a suitable plastic trim tool, release the retaining tabs on both sides of the vehicle.
- 82. Disconnect the electrical connectors.
- 83. Remove Radio Roof Speaker Grille - Left Side and Right Side (1)



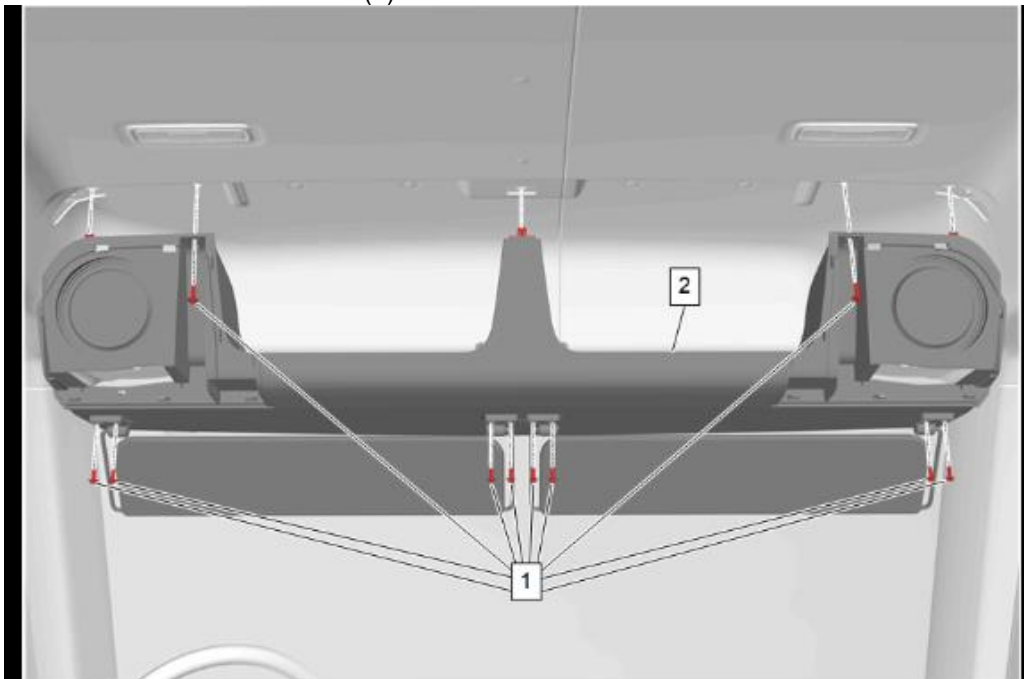
5879588

- 84. Use a suitable tool to release the retaining tabs.
- 85. Remove and Discard Windshield Multifunction Sensor Mount Bracket Cover (1)
- 86. Disconnect the electrical connector.



6331586

87. Remove the roof console screw (1).

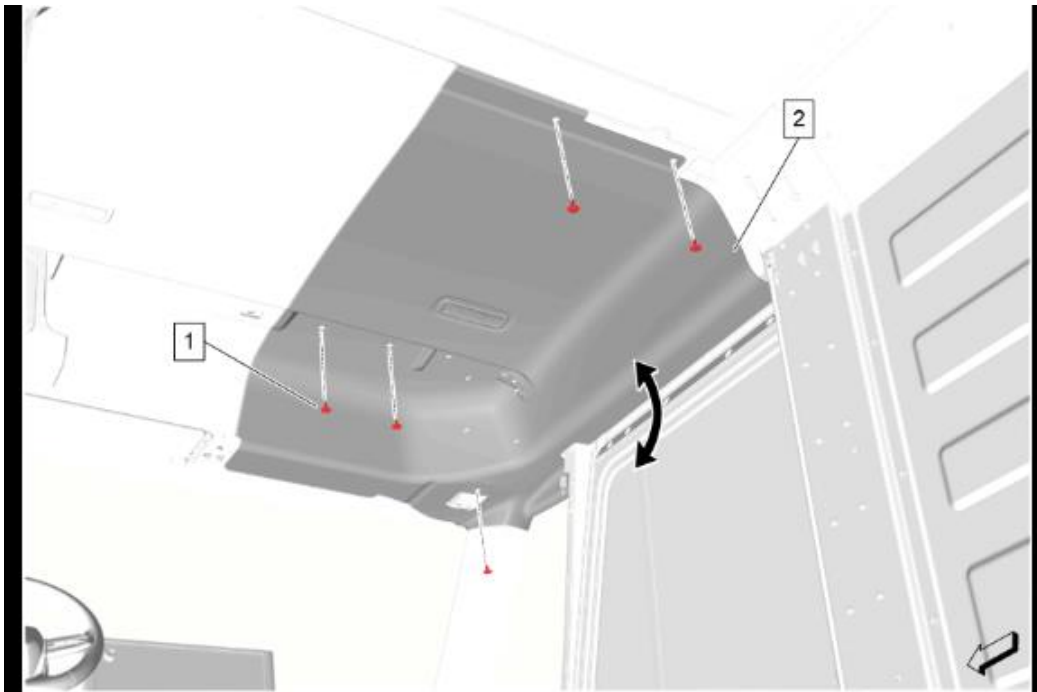


5877019

88. Remove Roof Front compartment Bolt (1)
89. Remove Roof Front Compartment (2)

Customer Satisfaction Program

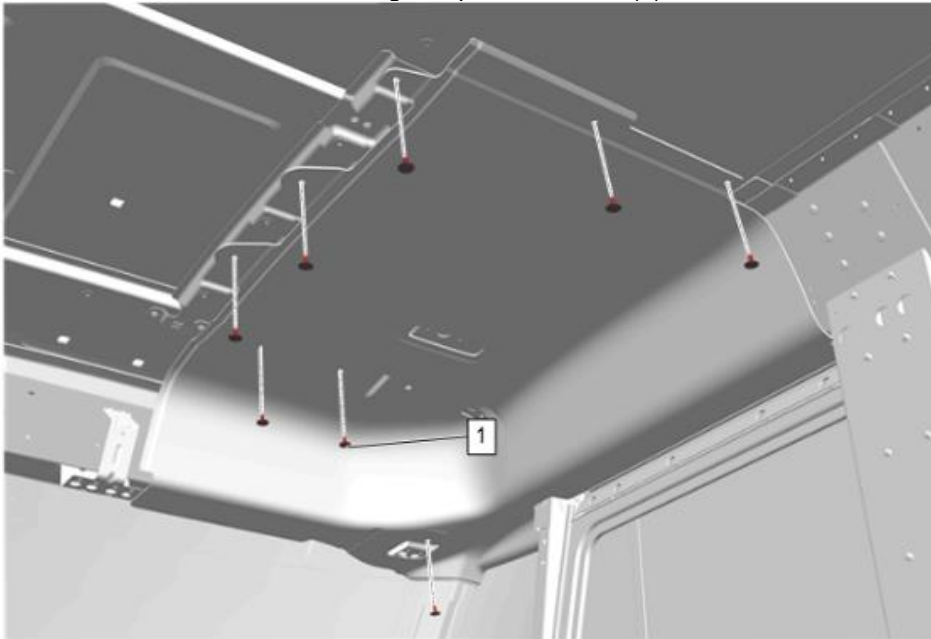
N232413960 Vehicles Built Without Passenger Seats



6331587

90. Headlining Trim Panel Retainer (1).

91. Remove and discard the 5 headlining trim panel retainers (1).



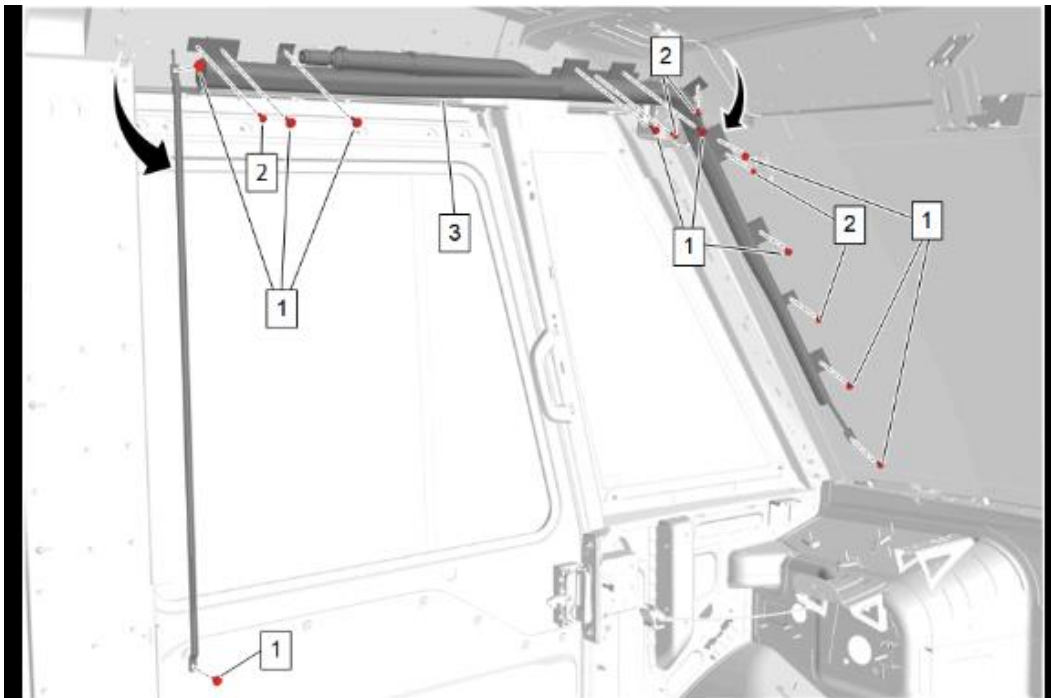
5879217

92. Remove the three retaining clips holding in the Passenger's Side headliner underneath the Driver's Side headliner, as shown on the left side of the image above.

93. Remove the Passenger's Side Headliner from the vehicle.

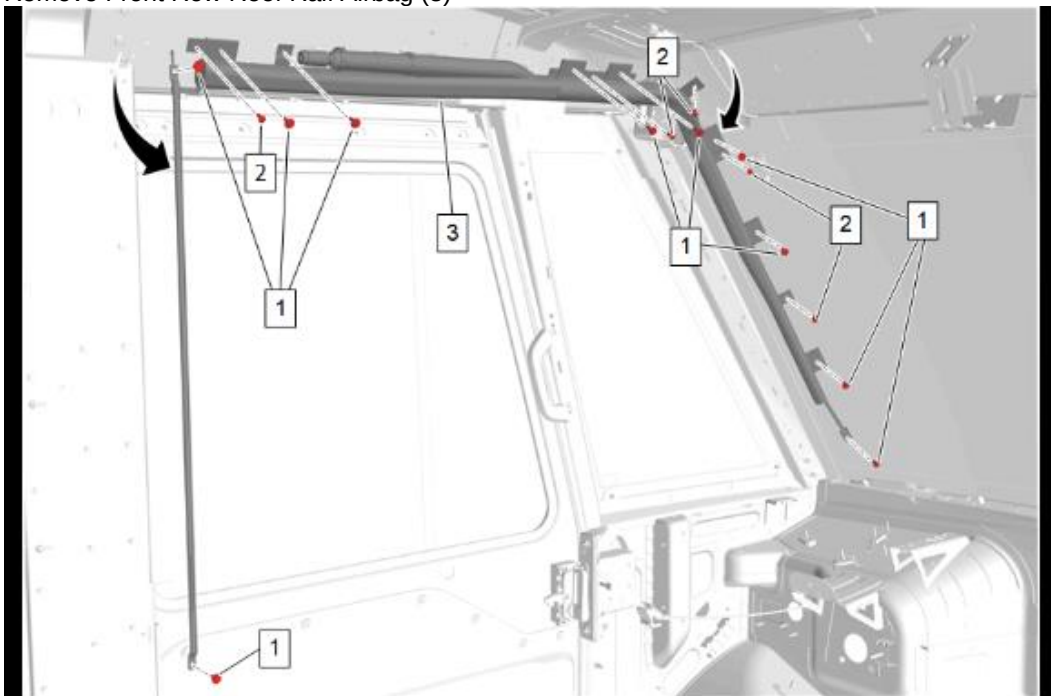
Customer Satisfaction Program

N232413960 Vehicles Built Without Passenger Seats



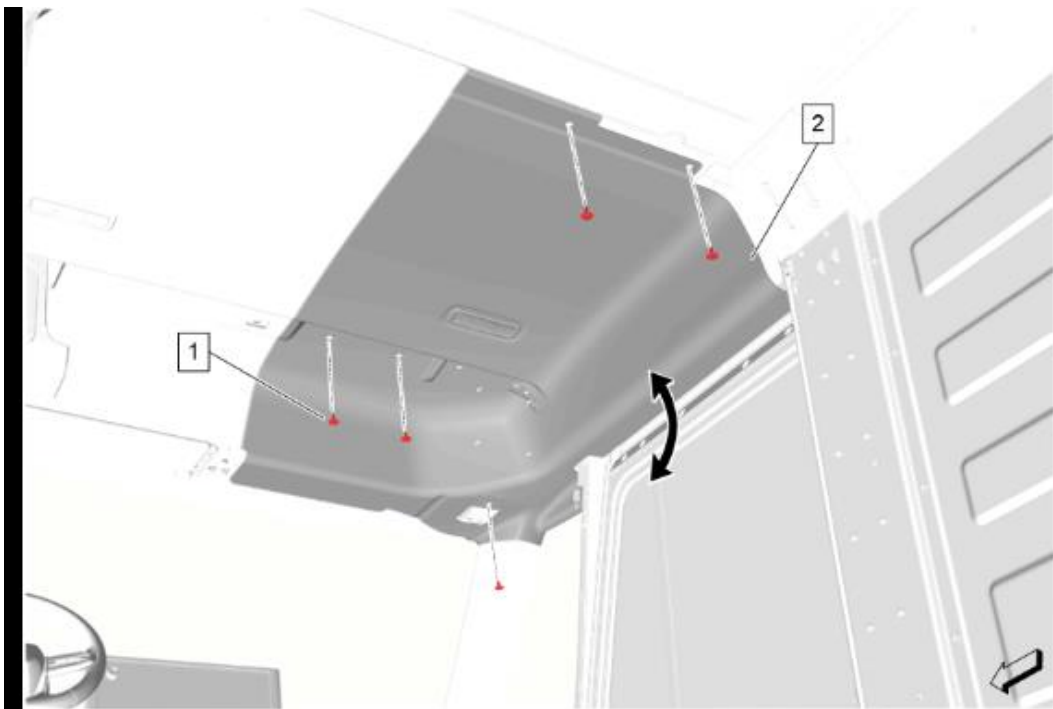
6100924

- 94. Remove Roof Rail Airbag Bolt (1)
- 95. Remove Roof Rail Airbag Retainer (2)
- 96. Disconnect the electrical connector.
- 97. Remove Front Row Roof Rail Airbag (3)



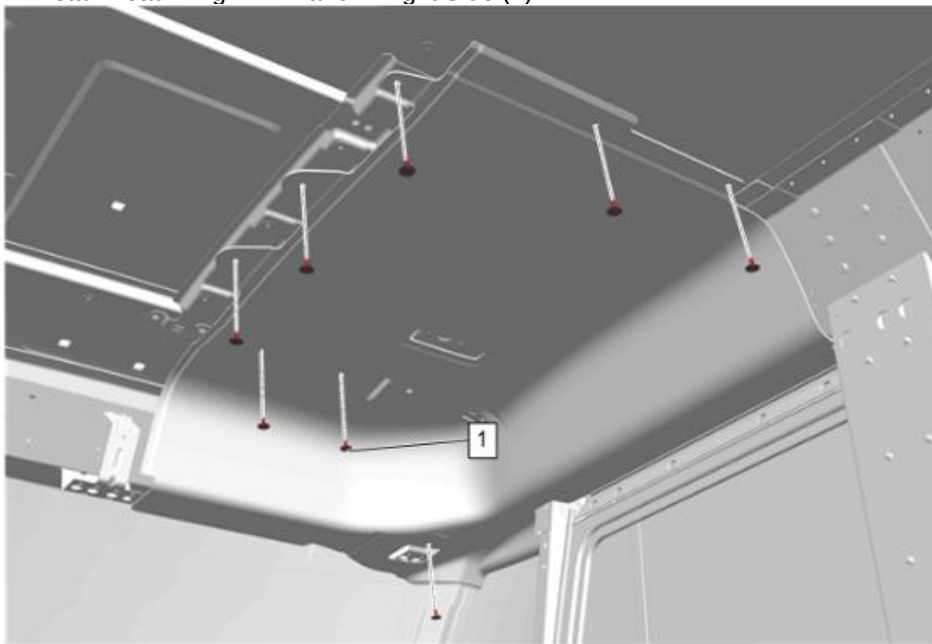
6100924

- 98. Install Front Row Roof Rail Airbag (3)
- 99. Connect the electrical connectors.
- 100. Install Roof Rail Airbag Retainer (2)
- 101. Install Roof Rail Airbag Bolt (1)
- 102. Tighten Roof Rail Airbag Bolts to 9 Nm (80 lb in)



6331587

103. Install Headlining Trim Panel - Right Side (2)

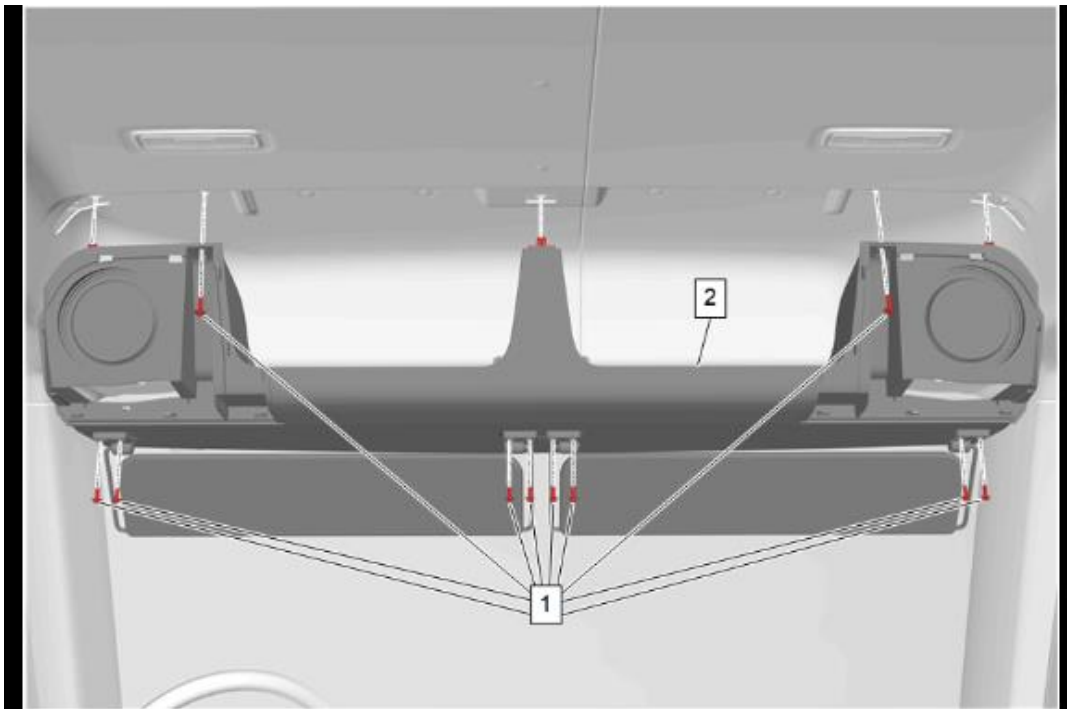


5879217

104. Install new Headlining Trim Panel Retainers (1)

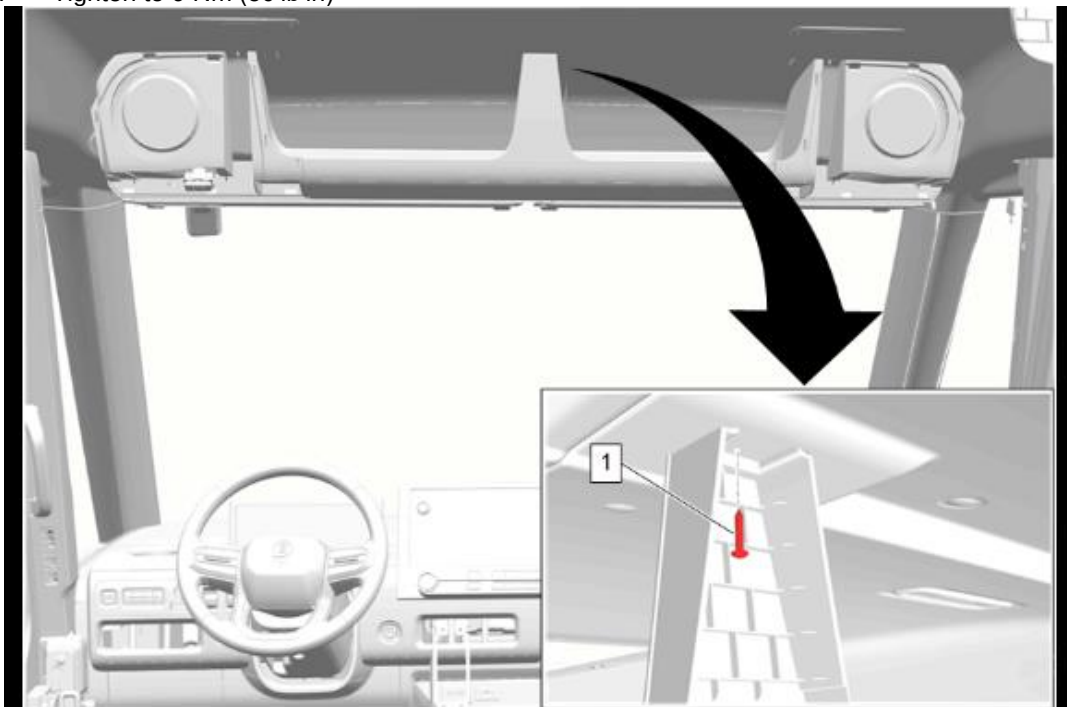
Customer Satisfaction Program

N232413960 Vehicles Built Without Passenger Seats



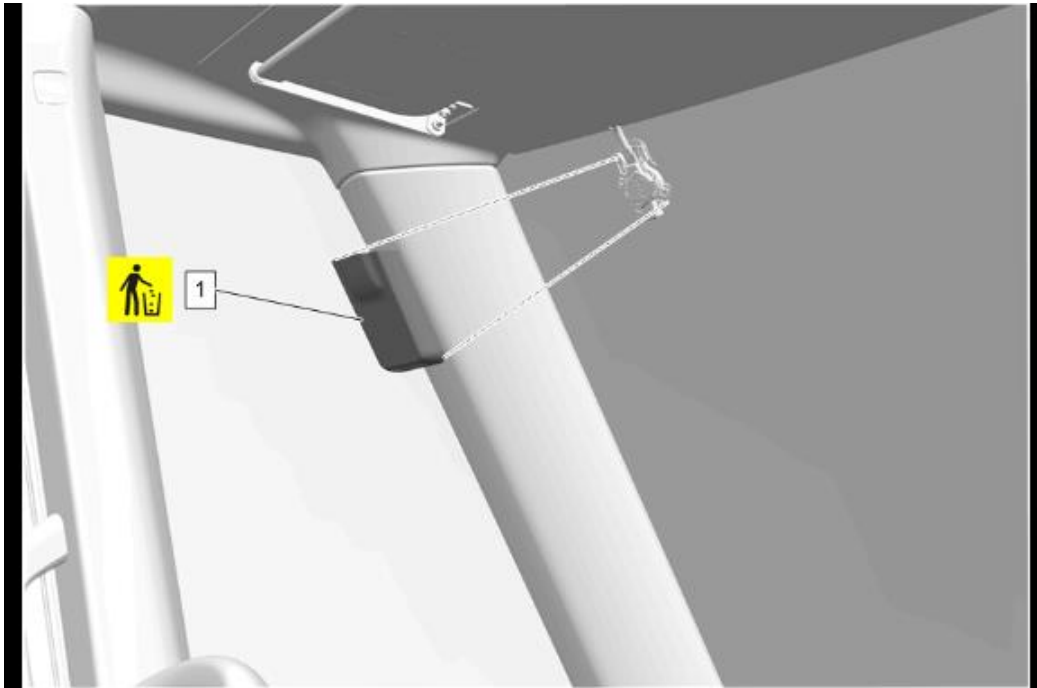
5877019

- 105. Install Roof Front Compartment (2)
- 106. Install Roof Front Compartment Bolt (1)
- 107. Tighten to 9 Nm (80 lb in)



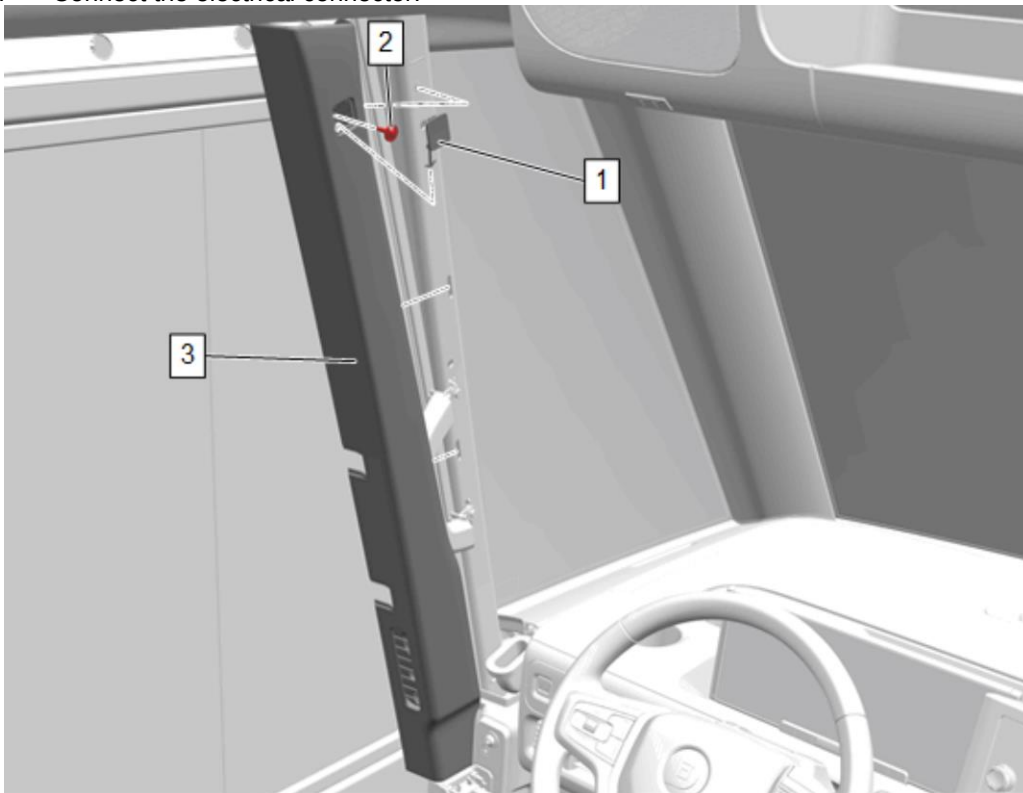
6331586

- 108. Install the Roof Console Screw (1)
- 109. Tighten to 9 Nm (80 lb in)



5879588

110. Connect the electrical connector.



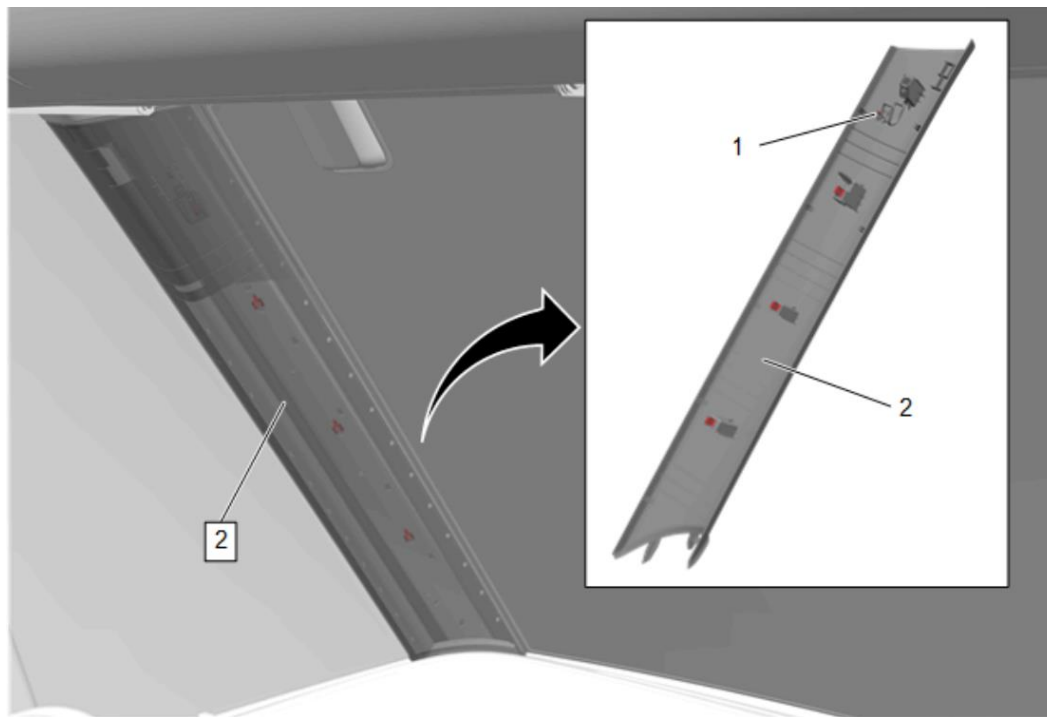
5876768

Note: Left side shown, right side similar.

- 111. Body Side Front Window Garnish Molding - Right Side (3) » Install
- 112. Center Pillar Upper Garnish Molding Bolt - Right Side (2) » Install and tighten — 2.5 Nm (22 lb in)
- 113. Body Side Front Window Garnish Molding Insert - Right Side (1) » Install

Customer Satisfaction Program

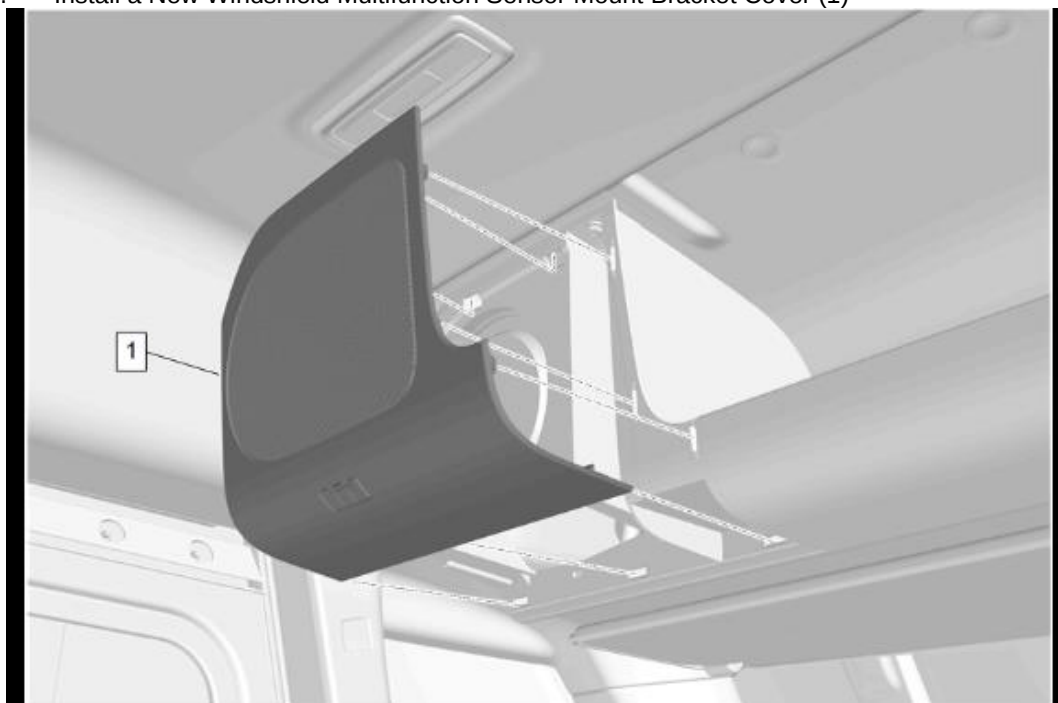
N232413960 Vehicles Built Without Passenger Seats



5876497

Note: Left side shown, right side similar.

- 114. Windshield Garnish Molding Bolt - Right Side (1) » Install and tighten to 2.5 Nm (22 lb in)
- 115. Align the retaining clips with the slots in the A pillar and press the windshield garnish molding (2) into place on the right side of the vehicle.
- 116. Windshield Garnish Molding - Right Side (2) » Install
- 117. Install a New Windshield Multifunction Sensor Mount Bracket Cover (1)

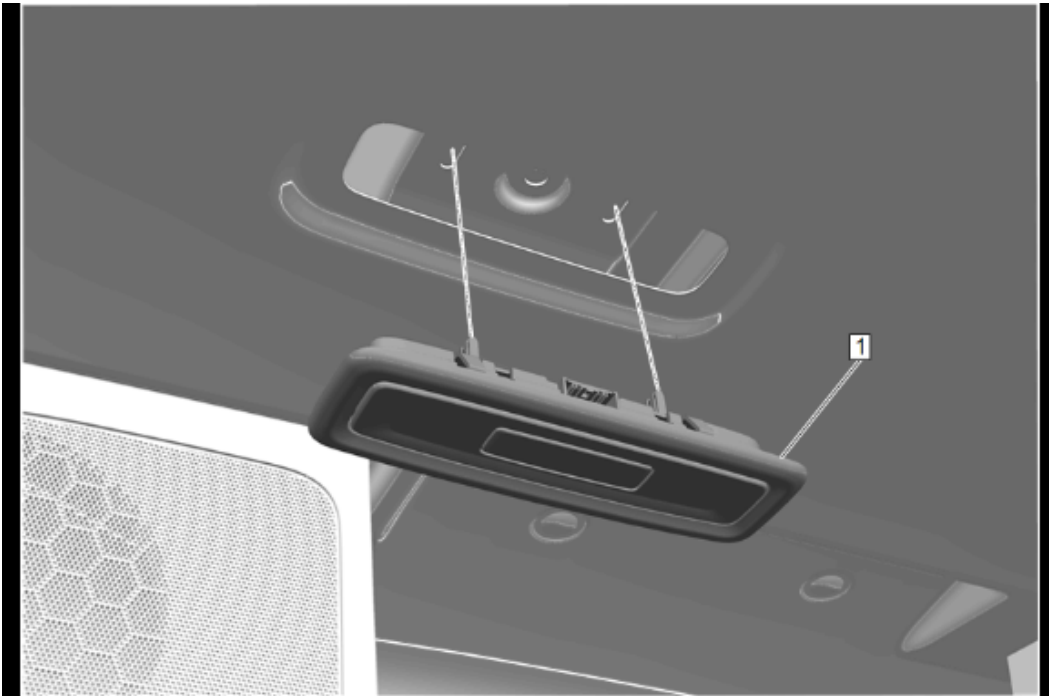


5877091

- 118. Connect the electrical connectors.
- 119. Install Radio Roof Speaker Grille - Left Side and Right Side (1)

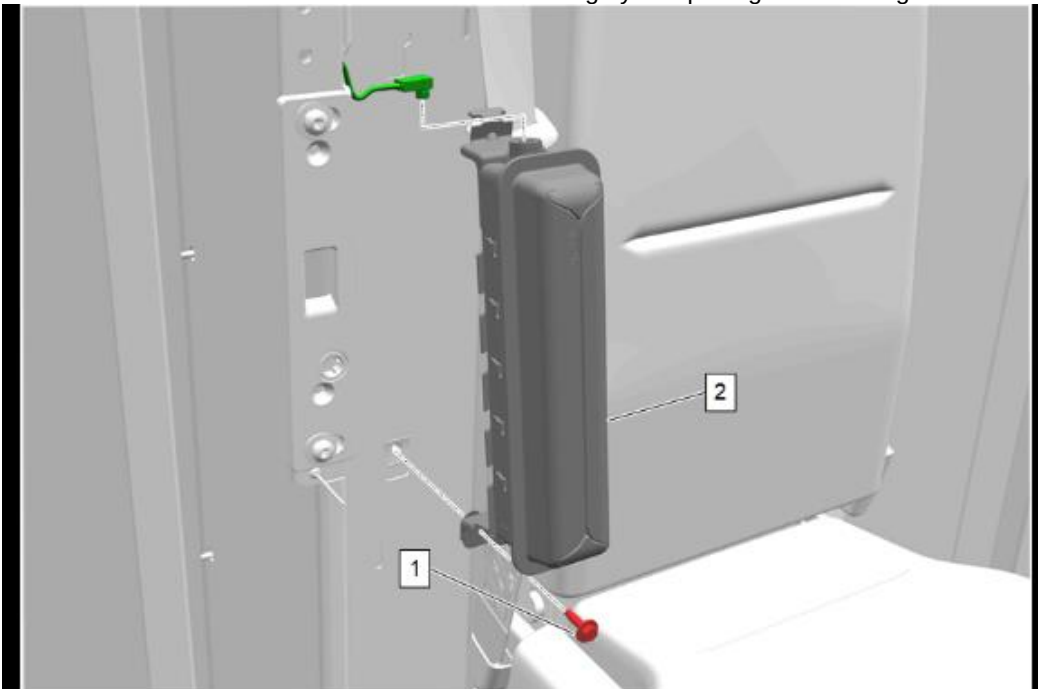
Customer Satisfaction Program

N232413960 Vehicles Built Without Passenger Seats



5914792

- 120. Install Center Courtesy Lamp - Right Side (1)
- 121. Remove the old Front Seat Outboard Seat Back Airbag.
- 122. Install the Front Seat Outboard Seat Back Airbag by completing the following:

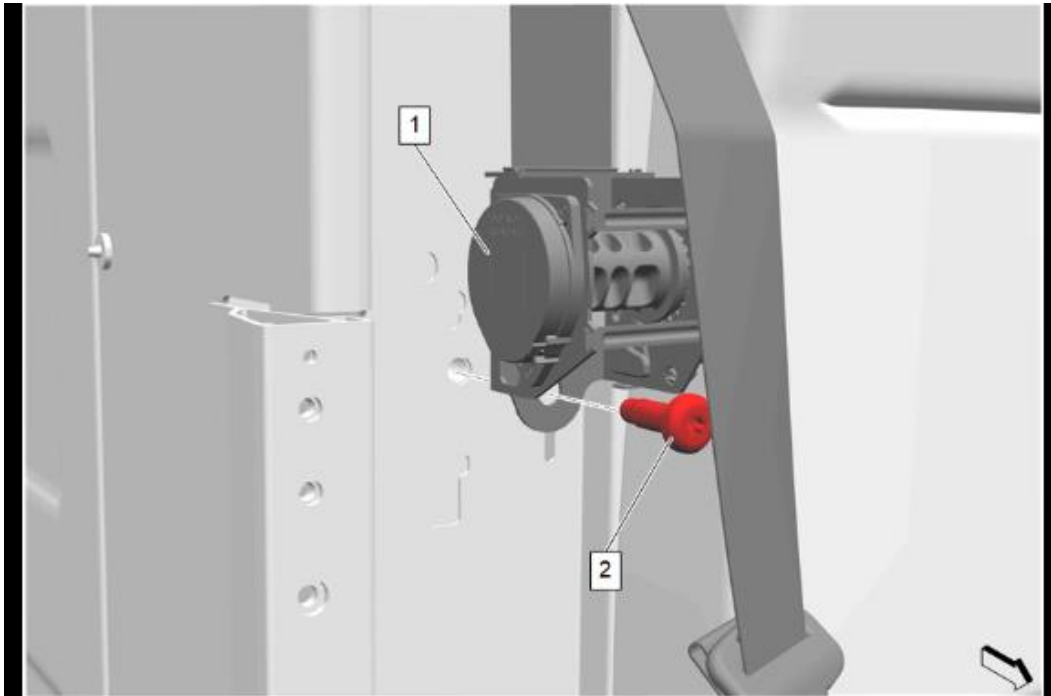


6100925

- 123. Install Front Seat Outboard Seat Back Airbag (2)
- 124. Connect the electrical connector.
- 125. Install Front Seat Side Airbag Bolt (1).
- 126. Tighten to 9 Nm (80 lb in)
- 127. Install New Front Seat Belt Retractor by following the procedure below:

Customer Satisfaction Program

N232413960 Vehicles Built Without Passenger Seats



5918904

- 128. Install Front Seat Belt Retractor (1)
- 129. Install Front Seat Belt Retractor Bolt - Lower (2).
- 130. Tighten Front Seat Retractor Bolt to 45 Nm (33 lb ft)

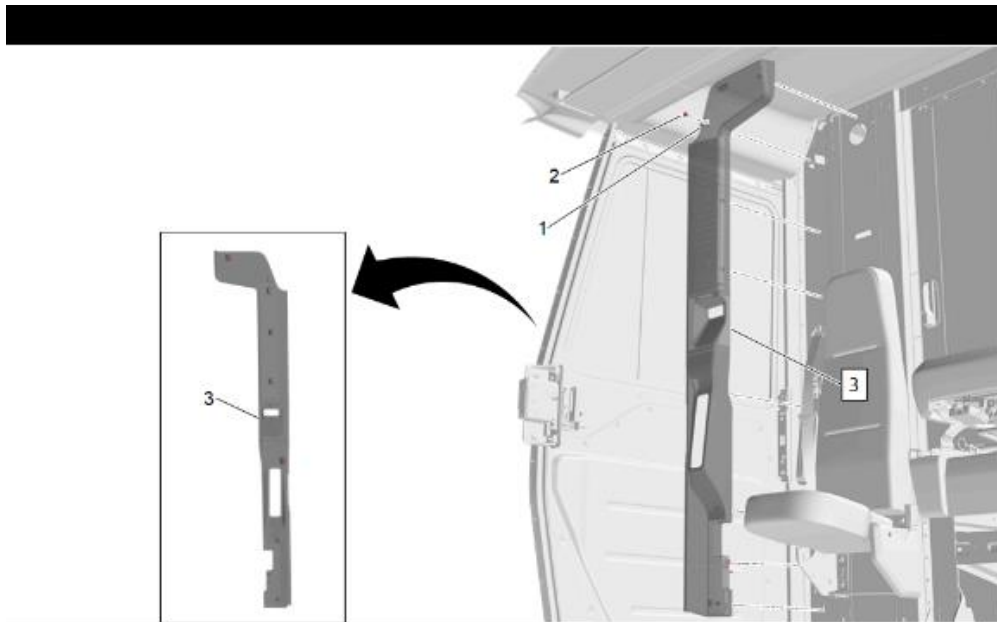


5918901

- 131. Install Front Seat Belt Retractor Bolt - Upper (1)
- 132. Tighten to 45 Nm (33 lb ft)

Customer Satisfaction Program

N232413960 Vehicles Built Without Passenger Seats



5879004

- 133. Feed the seat belt through the panel
- 134. Install NEW Center Pillar Upper Trim Panel (3)
- 135. Install Center Pillar Upper Garnish Molding Bolt (2)
- 136. Tighten to 9 Nm (80 lb in)
- 137. Install Center Pillar Upper Trim Panel Bolt Cap (1)

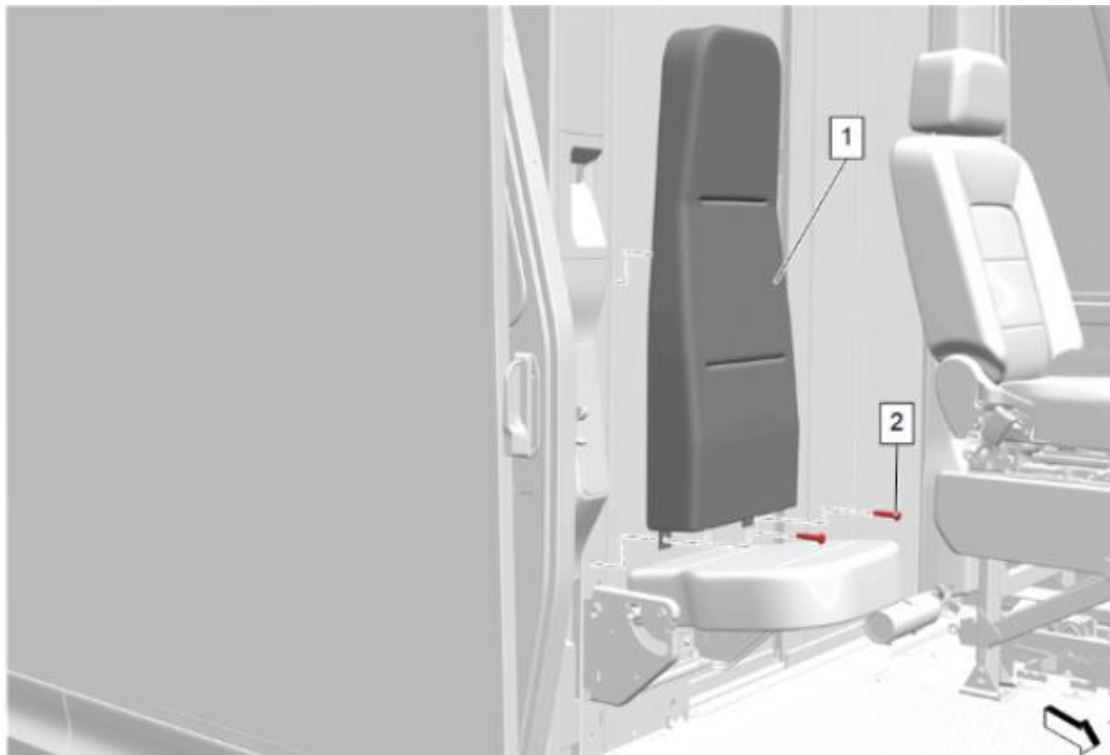


6411614

- 138. Install rear seat back brackets as shown above.
- 139. Torque bolts to 45 Nm (33 lb ft).

Customer Satisfaction Program

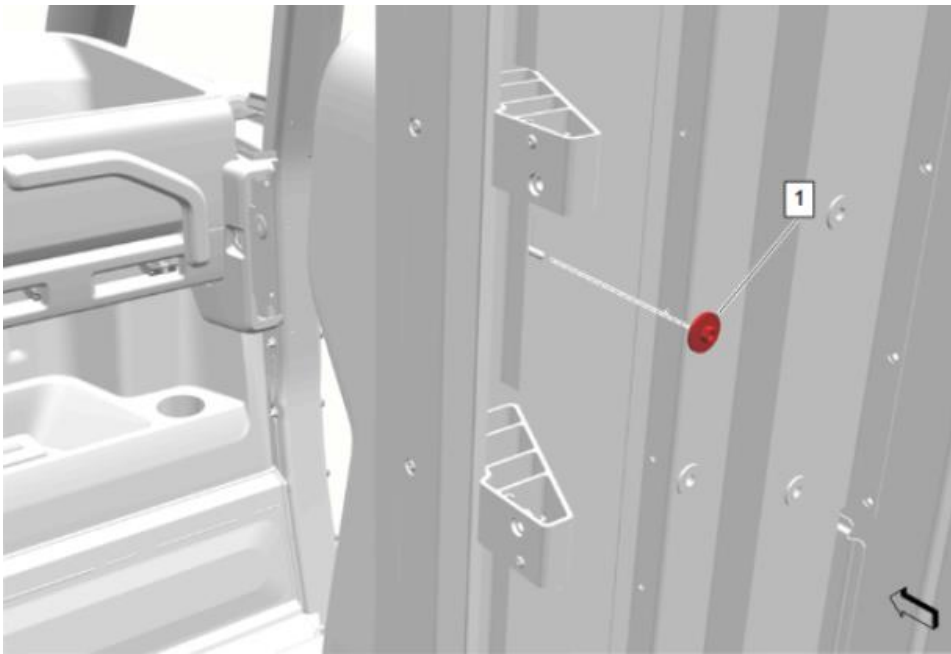
N232413960 Vehicles Built Without Passenger Seats



140. Install the front seat back head (1).

Caution: Refer to [Fastener Caution](#).

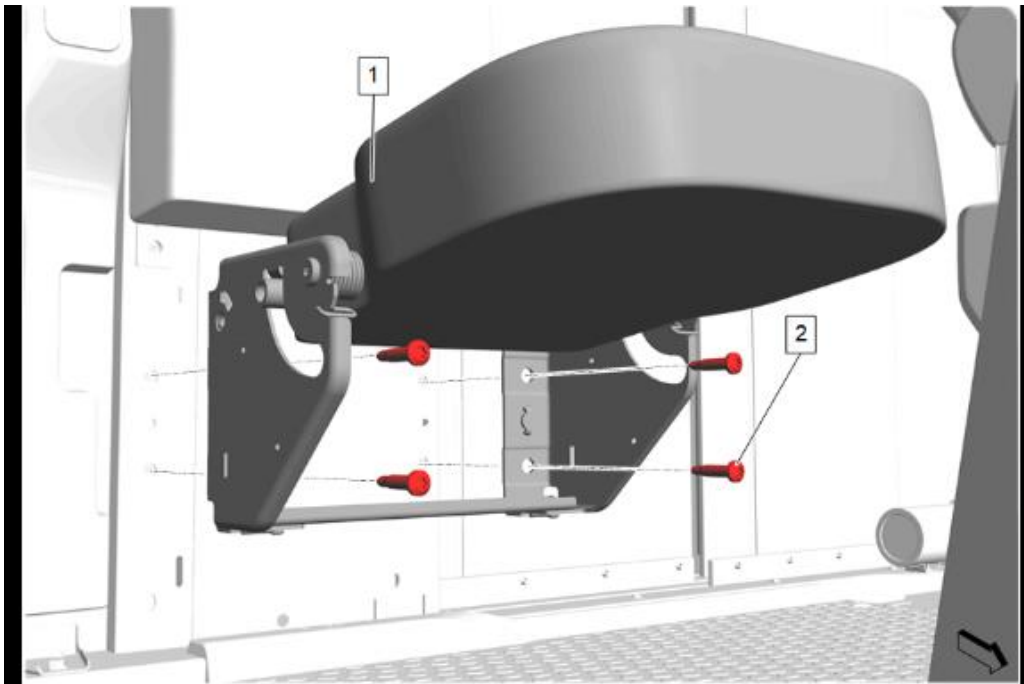
141. Install front seat bolts.
142. Torque to 45 Nm (33 lb ft)



143. Install rear nut.
144. Torque to 9 Nm (80 lb in)
145. Install the Passenger Front Seat Cushion Frame, Seatback Cover and Pad, by completing the following:

Customer Satisfaction Program

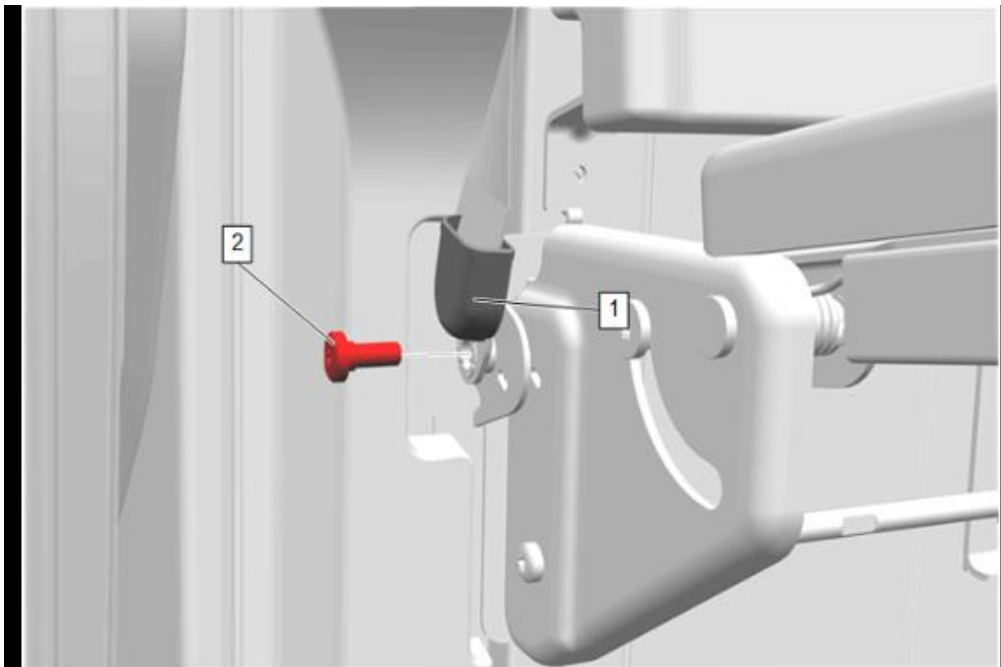
N232413960 Vehicles Built Without Passenger Seats



5896320

Note: Seat may look different than illustration.

- 146. Install Front Seat Bolt (2)
- 147. Torque bolts to 45 Nm (33 lb ft)

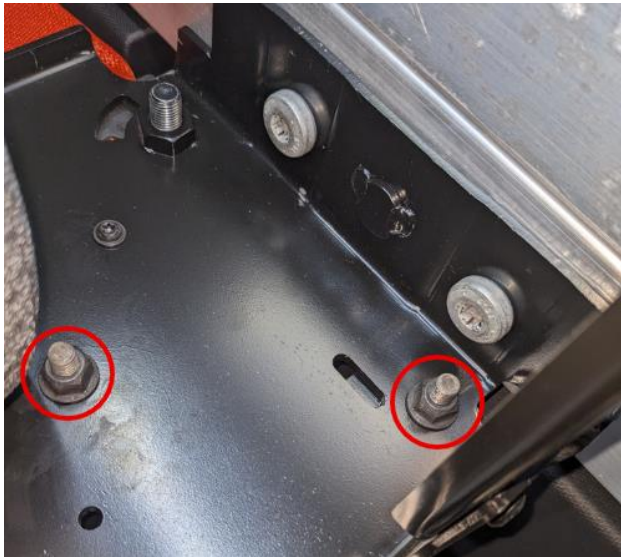


5878991

- 148. Install and tighten the front seat belt retractor bolt (2)
- 149. Tighten to 45 Nm (33 lb ft)
- 150. Install the front seat belt anchor bolt cover (1)
- 151. Install side bolster.

Customer Satisfaction Program

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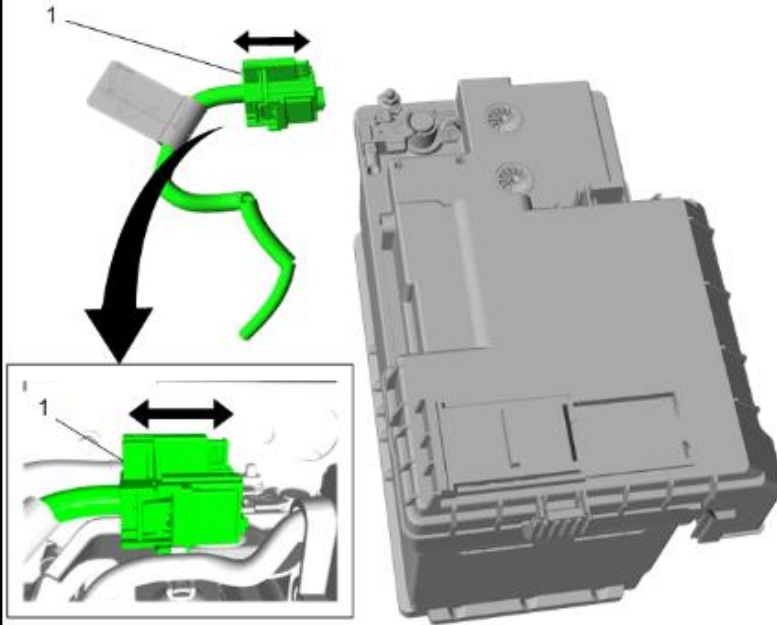
152. Install two nuts to secure the side bolster.
153. Torque to 22 Nm (16 Lb-Ft)



154. Install Tire/Vehicle Loading Label by completing the following:
 - Locate the Tire/Vehicle Loading Information Label on the Bulkhead Compartment Panel. Ensure that the label surface and the area surrounding the label is clean and dry. Use a non-oil based cleaner, preferably isopropyl alcohol (rubbing alcohol) to clean the label surface and the area surrounding the label.
 - Remove the backing from the new label.
 - Apply the label in the location shown and smooth the label from the center out.

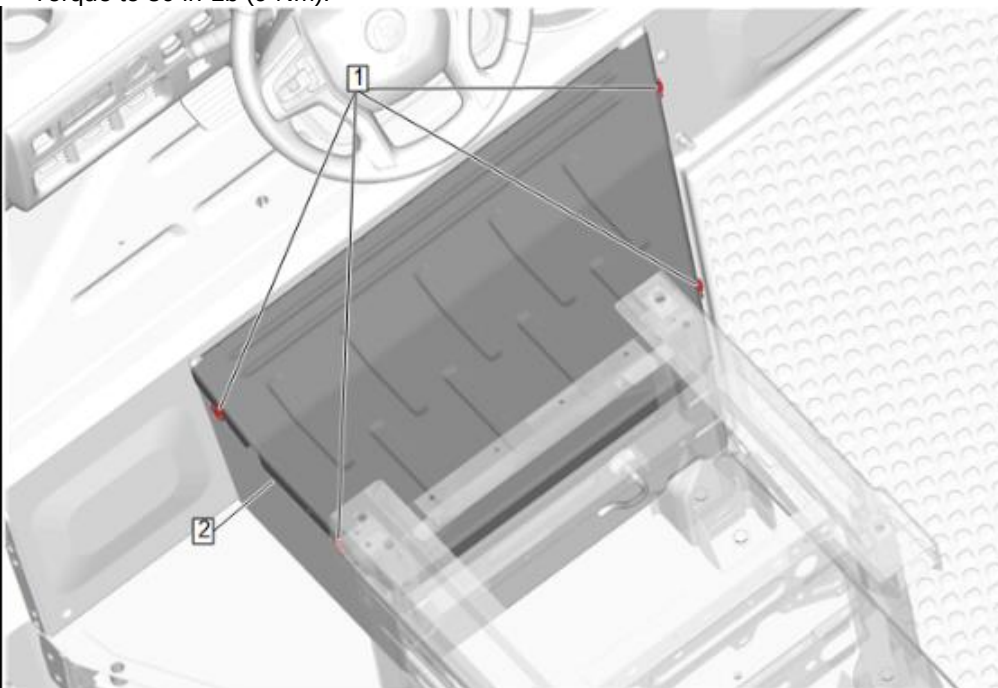
Customer Satisfaction Program

N232413960 Vehicles Built Without Passenger Seats



5911766

155. Disengage the high voltage service lockout (HVSL) (1) by cutting off the tie strap and/or removing the locking device. Depress the connector tab and slide the connector halves together until the indicator tab wording changes from OFF to ON.
156. Re-connect Battery.
157. Install Battery Negative Cable @ Battery Monitor Module
158. Install Battery Negative Cable Nut
159. Torque to 80 in-Lb (9 Nm).

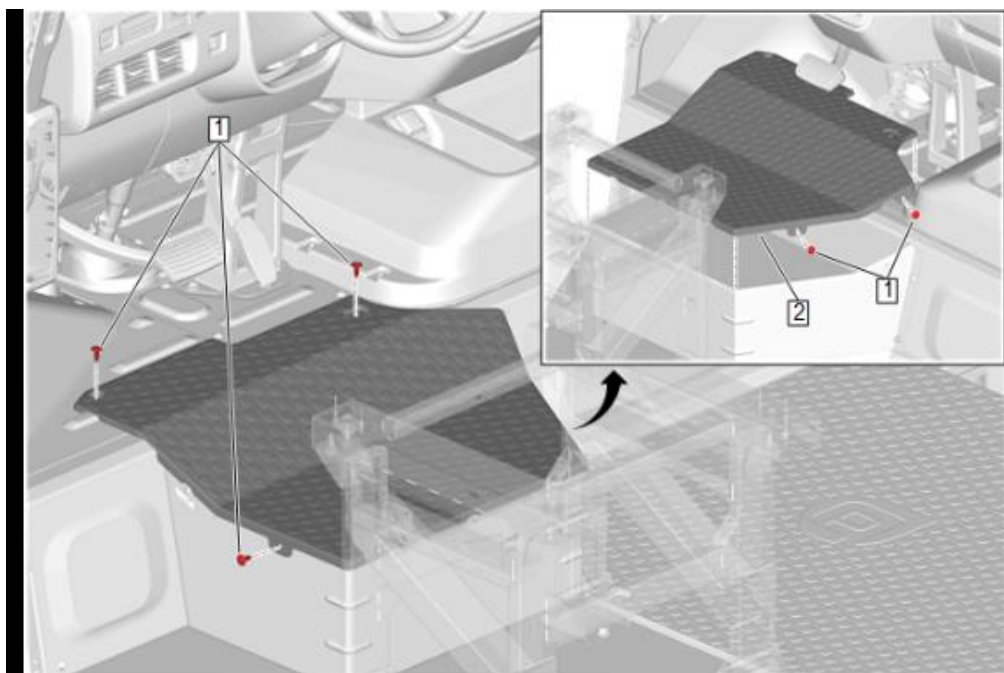


6255445

160. Install Dash Lower Center Extension Panel - Upper (2)
161. Push each dash lower center extension panel bolt (1) inwards to engage the bolt at the retainer and then turn the bolt approximately one quarter turn to secure the bolt.

Customer Satisfaction Program

N232413960 Vehicles Built Without Passenger Seats



5901951

162. Install Front Floor Auxiliary Mat (2)
163. Install Front Floor Auxiliary Mat Retainer (1)
164. Properly dispose of the airbag modules. Refer to *Inflatable Restraint Module Handling and Scrapping* in the "Deployment Outside Vehicle" section in SI.
165. Reprogram the Restraints Control Module. Refer to *K36 Restraints Control Module: Programming and Setup* in SI.
166. Clear codes from all modules after programming via GDS2.
167. Once the vehicle jumpseat retrofit is complete please send a clear picture of the Tire and Loading information sticker via text message to BrightDrop at the following number: **415-692-0135**. Example text message below:

Repair complete



6411617

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 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.

Customer Satisfaction Program

N232413960 Vehicles Built Without Passenger Seats



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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through December 31, 2025. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program 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 program enters your vehicle inventory or is in your facility for service through December 31, 2025, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports – For USA & Export

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 field action. 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 field action may be a violation of law in several states.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).



Customer Satisfaction Program

N232413960 Vehicles Built Without Passenger Seats



December 2023

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

Dear General Motors Customer:

We have learned that your 2023 model year BrightDrop Zevo 600 may have been built without the passenger side jump seat.

Your satisfaction with your BrightDrop Zevo 600 is very important to us, so we are announcing a program to fix this condition.

What We Will Do: Your GM dealer will install the passenger side jump seat. This service will be performed for you at **no charge until December 31, 2025**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your BrightDrop dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact BrightDrop Service Operations and Support at 1.888.987.4377.

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your BrightDrop Zevo 600 provides you with many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N232413960

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6729
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 29, 2023

Subject: N232413960 - Customer Satisfaction
Vehicles Built Without Passenger Seats

Models: 2023 BrightDrop Zevo 600

To: All General Motors BrightDrop Dealers

General Motors is releasing Customer Satisfaction Program N232413960 today. The total number of U.S. vehicles involved is 300. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated November 29, 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