

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6763
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 8, 2024

Subject: N232415790 - Service Update
Instrument Cluster Missing Graphics Processor

Models: 2023 Chevrolet Suburban
2023 GMC Sierra 1500
2024 GMC Sierra 2500 HD/3500 HD
2023 GMC Yukon
Equipped with DISPLAY INSTRUMENT-DRIVER INFO ENHANCED,
FULL CLUSTER (MULTI COLOR GRAPHIC) (RPO UDV)

To: All General Motors Dealers

General Motors is releasing Service Update N232415790 today. The total number of U.S. vehicles involved is 6. 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 January 8, 2024. 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

Service Update

N232415790 Instrument Cluster Missing Graphics Processor



Release Date: January 2024

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.

Please note: There are only 7 VINs involved in this field action.

1GTUUEE86PZ327610 - USA

1GKS2EKL0PR430984 - USA

1GT49PEY8RF182166 - USA

3GTPUJEK1PG130006 - USA

1GNSKDKD6PR427934 - USA

1GKS2JKL8PR549472 - USA

1GTUU9EL6PZ320796 - Kuwait

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Suburban	2023	2023	UDV	DISPLAY INSTRUMENT-DRIVER INFO ENHANCED, FULL CLUSTER (MULTI COLOR GRAPHIC)
GMC	Sierra 1500	2023	2023		
GMC	Sierra 2500 HD/3500 HD	2024	2024		
GMC	Yukon	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 Chevrolet Suburban, GMC Sierra 1500 and Yukon, and 2024 model year GMC Sierra 2500 HD/3500 HD vehicles may be missing the provisioning for the graphics processor on the instrument cluster.
Correction	Dealers are to replace the instrument cluster.

Parts

Quantity	Part Name	Part No.
1	INSTRUMENT CLUSTER	85031029
1	INSTRUMENT CLUSTER	85031035
1	INSTRUMENT CLUSTER	85012310
1	INSTRUMENT CLUSTER	85021537

This part cannot be ordered through GMCCA. The part will need to be ordered through:

SPECMO ENTERPRISES
1200 E AVIS
MADISON HEIGHTS, MI 48071
(248)307-2570

Please make sure to include the VIN for your vehicle as you always do for ESC. They are currently holding all orders and doing a VIN verification for the field action vehicles.

It is estimated that only 7 involved vehicles will require parts replaced. **Due to the small number of vehicles anticipated that will need this fix 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.

Service Update

N232415790 Instrument Cluster Missing Graphics Processor



Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107023	Instrument Cluster Replacement	1.2	ZFAT	N/A

Service Procedure

Replace the instrument cluster. Refer to *Instrument Cluster Replacement* 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**