

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6789
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 12, 2024
Subject: N242436160 - Service Update
Limited Badge Retrofit
Models: 2024 Chevrolet Traverse Limited
To: All General Motors Dealers

General Motors is releasing Service Update N242436160 today. The total number of U.S. vehicles involved is 3,394. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery January 22, 2024. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated February 12, 2024. Please verify a VIN's involvement by checking in IVH. IVH is the best source for individual VIN inquiries. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N242436160 Limited Badge Retrofit



Release Date: February 2024

Revision: 00

Attention:	Vehicles involved in this program were placed on stop delivery January 22, 2024. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer. All involved vehicles 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. This service update involves vehicles in dealer inventory only and will expire February 28, 2025.
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Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Traverse Limited	2024	2024		

This service update should be performed on vehicles in dealer inventory only. 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 2024 model year Chevrolet Traverse Limited vehicles may have a condition where the limited badge may be missing/built shy on the vehicle.
Correction	Dealers are to inspect and if necessary, install the limited badge on the tailgate.

Parts

Quantity	Part Name	Part No.
1	Limited Badge	23126012

Parts Pre-Ship Information – For US and Canada

Important: An initial supply of part number 23126012 required to complete this recall will be pre-shipped to a limited amount of dealers of record with the vehicles on their lot. This pre-shipment is scheduled to begin and conclude the week of February 12, 2024. Shipments covered all involved vehicles sitting on Dealers lot. Pre-shipped parts will be charged to dealer's open parts account.

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
9107215	Limited Badge Installation	0.3	ZFAT	N/A
9107216	Inspect only – No Further Action Required	0.2	ZFAT	N/A
9107217	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	*

Note: To avoid having to “H” route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

Floor Plan Reimbursement – NEW INVENTORY ONLY

* **USA & Canada Dealers Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (January 22, 2024) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 25 days).

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2024 Chevrolet Traverse Limited	\$14.73	\$9.70

Service Procedure

- Inspect the vehicle to see if there is a 'Limited' badge installed underneath the Traverse emblem on the tailgate.
 - If the badge is not installed, proceed to step 2.

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- If the badge is installed, no further action is required.



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2. Install the Limited emblem on the tailgate underneath the Traverse emblem. Refer to *Liftgate Emblem/Nameplate Replacement* in SI.
 - Align the emblems on the left hand side, and space the Limited emblem approximately 1/8th inch (3mm) underneath the Traverse emblem.

Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than February 28, 2025.

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**