

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6796  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 20, 2024

Subject: N232419720 - Emission Recall  
Incorrect Catalytic Converter Service Part

Models: 2022-2023 Cadillac Escalade  
2022-2023 Cadillac Escalade ESV  
2022-2023 Chevrolet Suburban  
2022-2023 Chevrolet Tahoe  
2022 GMC Sierra  
2022-2023 GMC Yukon  
2022-2023 GMC Yukon XL  
Equipped with ENGINE-GAS, 8 CYL, V8, 6.2L, DI, DFM, ALUM, GEN  
5 (RPO L87)

To: All General Motors Dealers

General Motors is releasing Emission Recall N232419720 today. The total number of U.S. vehicles involved is approximately 112. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in March 2024.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated February 20, 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

# Emission Recall

## N232419720 Incorrect Catalytic Converter Service Part



Release Date: February 2024

Revision: 00

**Attention:** Vehicles involved in this recall were placed on stop delivery October 5, 2023 in Canada only. 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 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		
Cadillac	Escalade	2022	2023	L87	ENGINE-GAS, 8 CYL, V8, 6.2L, DI, DFM, ALUM, GEN 5
Cadillac	Escalade ESV	2022	2023		
Chevrolet	Suburban	2022	2023		
Chevrolet	Tahoe	2022	2023		
GMC	Sierra	2022	2022		
GMC	Yukon	2022	2023		
GMC	Yukon XL	2022	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.

<b>Condition</b>	General Motors has decided to conduct a Voluntary Emission Recall on certain 2022-2023 Chevrolet Suburban/Tahoe, GMC Sierra/Yukon, and Cadillac Escalade vehicles with a 6.2L engine (RPO L87). During servicing of these vehicles, an incorrect catalytic converter part that may not meet all emission system requirements may have been installed.
<b>Correction</b>	Dealers are to replace the catalytic converter.

### Parts

Quantity	Part Name	Part No.
1	L87 3-way Catalytic Converter (Pickup)	85542366
1	L87 3-way Catalytic Converter (SUV)	85542367
1	Left Hand Exhaust System Seal	15035747
1	Right Hand Exhaust System Seal	15077362

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Catalytic Converter to order.

**Reminder:** Parts may be removed from SPRINT and Retail Inventory Management (RIM) and be non-returnable. 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
9106994	Replace 3-Way Catalytic Converter SUV Sierra New Sierra Limited	1.6 1.8 2.3	ZFAT	N/A
9106995	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*
9106996	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**
9106998	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	***

\* For USA & Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

\*\* Submit \$10.00 administrative allowance in Net/Admin Allowance.

# Emission Recall

## N232419720 Incorrect Catalytic Converter Service Part



### Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

**Note: USA & Canada Only** - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

**Important: The WCAP ZSET transaction labor code, 9800117, provided in the dealer message sent on October 19, 2023 (Canada), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.**

\*\*\* **USA & Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (October 5, 2023) to the date the inspection or repair closed the recall bulletin (not to exceed 141 days).

Vehicle	Working Capital Assistance Reimbursement Amount	
	USA	Canada
2022 GMC Yukon XL	N/A	\$35.69
2022 Cadillac Escalade	N/A	\$49.98
2023 Cadillac Escalade	N/A	\$76.92
2022 GMC Yukon	N/A	\$35.25
2023 GMC Yukon	N/A	\$38.79

### Service Procedure

1. Replace the Catalytic Converter. Refer to Three-Way Catalytic Converter Replacement in SI.
2. 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.
3. 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: 241972.

### 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.

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.

# Emission Recall

## N232419720 Incorrect Catalytic Converter Service Part



**\*\*\*THE FOLLOWING 2 PARAGRAPHS ARE NOT FOR CANADA OR EXPORT\*\*\***

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 & 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 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.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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.

### **Customer Reimbursement**

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by March 31, 2025. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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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

## N232419720 Incorrect Catalytic Converter Service Part



March 2024

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:** During servicing of your 2022-2023 model year Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Suburban, Chevrolet Tahoe, GMC Sierra, GMC Yukon or GMC Yukon XL vehicle, equipped with a 6.2 Liter engine, an incorrect catalytic converter part that may not meet all emission system requirements may have been installed.

**What Will Be Done:** Your GM dealer will replace the catalytic converter. This service will be performed for you at **no charge**. Eligibility for this service will not be denied solely due to your 2022-2023 model year Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Suburban, Chevrolet Tahoe, GMC Sierra, GMC Yukon or GMC Yukon XL 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 2.5 hours.

**What You Should Do:** Please contact your GM dealer as soon as possible to arrange a service date and to assure parts availability. 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.

**Reimbursement:** Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the condition described in this letter, **and those repairs were completed prior to this mailing**, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by March 31, 2025, unless state law specifies a longer reimbursement period.

## Emission Recall

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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)
Cadillac	1-800-333-4223	711 / 1-800-833-2438
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.

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#### 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.

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

Regina A. Carto  
Vice President  
Global Product Safety and Systems

Enclosure  
GM Recall: N232419720