



Service Bulletin

Bulletin No.: 24-NA-036

Date: March, 2024

INFORMATION

Subject: Information on Winter Grille Cover Not Included with the Vehicle

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2024	2024	Vehicles that are built ON or AFTER February 15, 2024		—	—
GMC	Terrain						

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with SHUTTERS - FRONT GRILLE, ACTIVE, LWR (RPO VRI)
Condition	The purpose of this Bulletin is to inform dealership personal about vehicles equipped with (RPO VRI) or built ON or AFTER the build date shown above, that were shipped without the grille covers.
Cause	The condition may be due to supplier parts shortage.
Correction	Parts should not be ordered to include with the car PRIOR to delivery to the customer unless the vehicle will be driven in extreme cold weather conditions. Note: This is a no-cost item to the customer. If, after delivery to the customer, there is a DTC that requires the use of the cover, follow bulletin 18-NA-020, which may require the part to be ordered.

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.

Parts Information

Refer to Bulletin 18-NA-020 for obtaining the correct P/N#.

Version	1
Modified	Released February 26, 2024

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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