

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6822  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 13, 2024

Subject: N232409730 - Customer Satisfaction Program  
Pinion Gear Improper Heat Treatment

Models: 2023 Cadillac CT5  
2023 Cadillac Escalade  
2023 Cadillac Escalade ESV  
2023 Chevrolet Camaro  
2023 Chevrolet Silverado 1500 New  
2023 Chevrolet Tahoe  
2023 GMC Sierra 1500 New  
2023 GMC Yukon  
2023 GMC Yukon XL

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N232409730 today. The total number of U.S. vehicles involved is approximately 326. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on March 27, 2024.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated March 13, 2024. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## N232409730 Pinion Gear Improper Heat Treatment



Release Date: March 2024

Revision: 00

**Attention:** This program is in effect until April 30, 2026.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	CT5	2023	2023		
Cadillac	Escalade	2023	2023		
Cadillac	Escalade ESV	2023	2023		
Chevrolet	Camaro	2023	2023		
Chevrolet	Silverado 1500 New	2023	2023		
Chevrolet	Suburban	2023	2023		
Chevrolet	Tahoe	2023	2023		
GMC	Sierra 1500 New	2023	2023		
GMC	Yukon	2023	2023		
GMC	Yukon XL	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.

<b>Condition</b>	Certain 2023 model year Cadillac CT5, Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Camaro, Chevrolet Silverado 1500 New, Chevrolet Suburban, Chevrolet Tahoe, GMC Sierra 1500 New, GMC Yukon and GMC Yukon XL vehicles, may have pinion gears that have low core and surface hardness.
<b>Correction</b>	Dealers are to replace the transmission.

### Parts

Quantity	Part Name	Part No.
1	Transmission	24043559
1	Transmission	24043607
1	Transmission	24294945
1	Transmission	24294946
1	Transmission	24297325
1	Transmission	24297326
1	Transmission	24297328
1	Transmission	24294952
1	Exhaust System Seal	15035747
1	Exhaust System Seal	15077362
1	Transfer Case Adapter Gasket	24245110
1	Transfer Case Front Output Shaft Boot Clamp-Prop Side	84308104
1	Transmission Fluid Cooler Seal	23135703
1	Exhaust System Front Gasket	55494714
2	Transmission Fluid Cooler Pipe Seal	23278166
1	Transfer Case Front Output Shaft Boot Clamp-Tcase Side	84124171
1	Exhaust System Front Gasket	84763642
2	Catalytic Converter Gasket	12687531
1	Catalytic Converter Gasket	84534856
1	Exhaust Pipe Clamp LH	23436598
1	Transfer Case Front Output Shaft Boot Clamp	84517849
6	Transmission Torque Converter Bolt	11588468
1	Catalytic Converter Clamp	22860193
1	Exhaust System Front Gasket	12624939
1	Exhaust System Seal	21992620
6	Transmission Torque Converter Bolt	11547342
11	Dexron ULV Transmission Fluid	19352619 (US) 19352620 (CA) Obtain locally per GM

# Customer Satisfaction Program

## N232409730 Pinion Gear Improper Heat Treatment



		Material Spec 9986396 (All other countries)
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**Note:** Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which parts to order, as the parts list contains parts for multiple vehicle makes and models involved in the repair.

**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
9106952	Transmission Replacement		ZFAT	N/A
	Silverado/Sierra			
	2WD	7.7		
	4WD	10.0		
	Camaro	7.3		
	Escalade/Yukon/Tahoe/Suburban			
	L87, 2WD with F47	5.4		
	L87, 4WD with F47	7.1		
	L87, 4WD without F47	7.0		
	LM2, 2WD with F47	8.8		
	LM2, 2WD without F47	8.6		
	LM2, 4WD with F47	10.0		
	LM2, 4WD without F47	9.9		
	LT4 (Escalade Only)	8.0		
	CT5	8.6		

### Service Procedure

Replace the transmission. Refer to *Transmission Replacement* in SI according to the RPO codes of the vehicle being worked on.

### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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 Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) 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 CPOIS system, or once again be used in the CTP 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 April 30, 2026. 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 April 30, 2026, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

# Customer Satisfaction Program

## N232409730 Pinion Gear Improper Heat Treatment



### 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.

### 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 program on their vehicle (see copy of customer letter included with this bulletin).

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.

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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**

# Customer Satisfaction Program

## N232409730 Pinion Gear Improper Heat Treatment



April 2024

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2023 model year Cadillac CT5, Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Camaro, Chevrolet Silverado 1500 New, Chevrolet Suburban, Chevrolet Tahoe, GMC Sierra 1500 New, GMC Yukon or GMC Yukon XL may have pinion gears that have low core and surface hardness.

Your satisfaction with your Cadillac CT5, Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Camaro, Chevrolet Silverado 1500 New, Chevrolet Suburban, Chevrolet Tahoe, GMC Sierra 1500 New, GMC Yukon or GMC Yukon XL is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will replace the transmission. This service will be performed for you at **no charge until April 30, 2026**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your 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 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	

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 GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

N232409730