

GENERAL MOTORS
DCS6846
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 4, 2024

Subject: N232427100-01 - Emission Recall
Incorrect Hood Ornamentation Vent

Models: 2024 GMC Sierra 2500HD/3500HD
Equipped with 6.6L Diesel Engine (RPO L5P)

General Motors is releasing Emission Recall N232427100-01 today.

What Should Dealers Do: Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin and it will also be displayed in Service Information tomorrow.

Please hold claims until April 5, 2024 when GWM is updated.

The Stock VIN list of vehicles in dealer inventory is attached to this message. Note: this list is only accurate at the time of report creation and all VINs should be validated in IVH prior to repair.

END OF MESSAGE

Emission Recall

N232427100 Incorrect Hood Ornamentation Vent



Release Date: April 2024

Revision: 01

Revision Description: This bulletin is being revised to add the final repair for vehicles that did NOT pass the inspection and to include the customer letter. Please discard all previous copies of N232427100.

Attention: Vehicles involved in this recall were placed on stop delivery on February 1, 2024 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		
GMC	Sierra 2500HD / 3500HD	2024	2024	L5P	ENGINE-DIESEL, 8 CYL, 6.6L, DI, V8, TURBO, DURAMAX

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	General Motors has decided to conduct a Voluntary Emission Recall on certain 2024 GMC Sierra HD vehicles with a 6.6L diesel engine. These vehicles may have been built with an incorrect hood vent that does not allow sufficient airflow.
Correction	Dealers are to inspect the hood vent and replace if the correct part was not installed.

Parts

Quantity	Part Name	Part No.
1	VENT, HOOD ORNAMENTATION	*

Note: *Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Hood Ornamentation Vent to order.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107204	Inspect Only – Vehicle Passed Inspection (No Further Action Required)	0.1	ZFAT	N/A
9107203	Replace Hood Ornamentation Vent (Includes Inspection)	0.5	ZFAT	N/A
9107212	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	*
9107213	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	**

Important: Please select the appropriate labor code when submitting the claim. 9107204 should only be used if the vehicle PASSED the inspection.

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

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Floor Plan Reimbursement – NEW INVENTORY ONLY

* **Canada Only** - Vehicles eligible for floor plan reimbursement are to submit the amount in “Net Item” and 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 (February 1, 2024) to the date the repair is completed and the vehicle is ready for sale (not to exceed 66 days).

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2024 GMC Sierra 2500HD / 3500HD	N/A	\$21.43

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, 9800125, provided in the dealer message sent on February 15, 2024 (Canada), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

** **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 (February 1, 2024) to the date the inspection or repair closed the recall bulletin (not to exceed 66 days).

Vehicle	Working Capital Assistance Reimbursement Amount	
	USA	Canada
2024 GMC Sierra 2500HD / 3500HD	N/A	\$49.33

Service Procedure



Hood Ornamentation is vented.
No further action is required.



Hood Ornamentation is NOT vented.
Proceed to Step 2.

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1. Inspect the Hood Ornamentation Vent for vent openings.
 - o If the Hood Ornamentation Vent DOES have vent openings, no further action is required.
 - o If the Hood Ornamentation Vent DOES NOT have vent openings, proceed to step 2.
2. Remove the Hood Ornamentation Vent. Refer to *Hood Ornamentation Vent Replacement* in SI.

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3. Install the NEW Hood Ornamentation Vent. *Refer to Hood Ornamentation Vent Replacement* in SI.
4. 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.
5. USA: 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: 242710.

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.

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.

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

N232427100 Incorrect Hood Ornamentation Vent



April 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: General Motors has decided to conduct a Voluntary Emission Recall on certain 2024 GMC Sierra HD vehicles with a 6.6L diesel engine. These vehicles may have been built with an incorrect hood vent that does not allow sufficient airflow.

What Will Be Done: Your GM dealer will inspect your vehicle and replace the hood ornamentation vent if necessary. This service will be performed for you at **no charge**. Eligibility for this service will not be denied solely due to your 2024 model year GMC Sierra 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 45 minutes.

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.

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)
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.

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.

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

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Vice President
Global Product Safety and Systems

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