

GENERAL MOTORS
DCS6903
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 24, 2024

Subject: Upcoming Service Update Bulletin N242446290 – Expansion of Population
Incomplete Remedy Not Available

Models: 2024 Buick Encore GX
2024 Cadillac XT4, XT5 and XT6
2024 Chevrolet Blazer
2024 Chevrolet Trailblazer
2024 Chevrolet Traverse
2024 Chevrolet Traverse Limited
2024 GMC Acadia
2024 GMC Terrain

On May 13, 2024, GM sent GlobalConnect message GCUS-3-3242 regarding the above models placed in Incomplete Remedy Not Available status in IVH. Additional vehicles have been added to this upcoming Service Update Bulletin. The attached list provides the Vehicle Identification Number (VIN) of the additional involved vehicles in dealer new inventory. If your dealership's BAC is not listed, then none of the involved vehicles are currently assigned to you and no further action is required.

GM will be releasing the service bulletin and service procedure in the near future. All product field actions, including the upcoming Service Update Bulletin must be completed before delivering these vehicles to customers. Involved vehicles must be held until further notice.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated with a VIN Status as “Incomplete Remedy Not Available”. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of additional involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory.

When we have a sufficient quantity of parts available the bulletin will be released and vehicles can be repaired. We expect to have more information in the near future.

END OF MESSAGE