GENERAL MOTORS
DCS6951
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 1, 2024

Subject: N242446820 - Service Update
Incorrect Service Torque for Rear Upper Control Arm

Models: 2024 Chevrolet Silverado EV

General Motors is releasing Service Update N242446820 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.

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

Service Update

N242446820 Incorrect Service Torque for Rear Upper Control Arm

Release Date: August 2024 **Revision:** 00

Attention:	This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period. The repairs outlined in this bulletin must only be completed at an authorized EV dealer and repairs must be performed by a technician who has successfully completed the applicable technical training required to perform this repair.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado EV	2024	2024		

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	Certain 2024 model year Chevrolet Silverado EV vehicles had an incorrect service torque specification released in Service Information. The incorrect fastener specifications affected the torque on the rear upper control arm.
Correction	Dealers are to loosen and retorque rear upper control arm bolts to updated service specification.

Parts

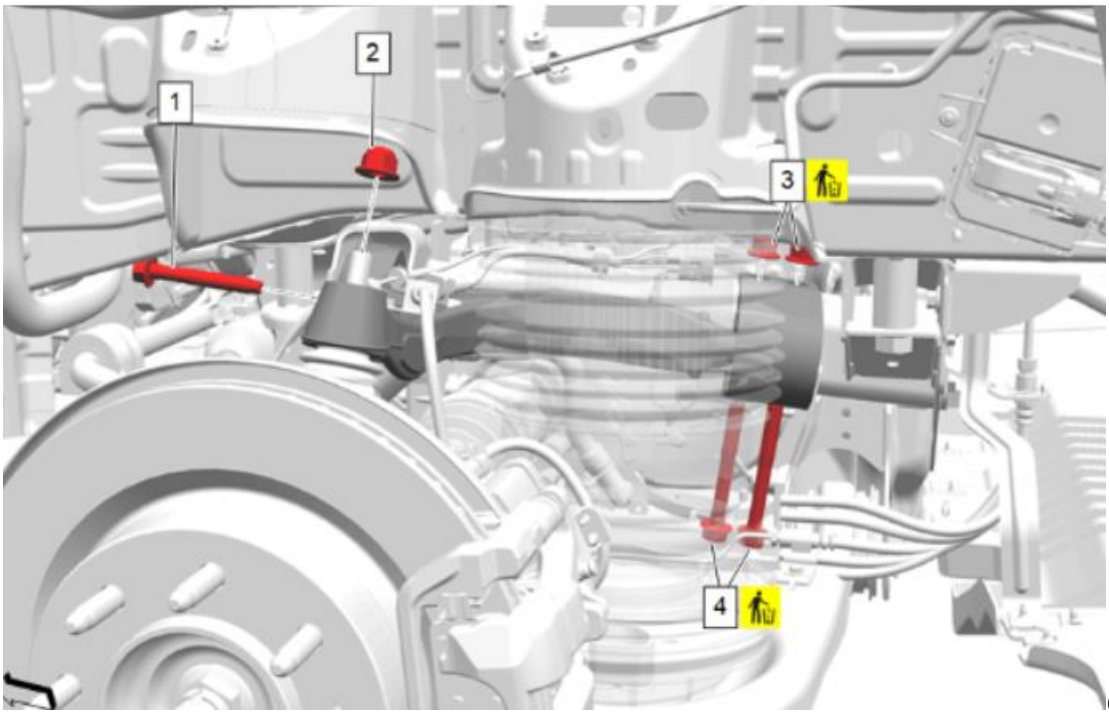
No parts are required to complete this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107582	Loosen and Retorque Rear Upper Control Arm Bolts	0.5	ZFAT	N/A

Service Procedure

1. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove both rear wheels. Refer to *Tire and Wheel Removal and Installation* in SI.



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3. Loosen and then retorque the fasteners for the rear upper control arm indicated by (1), (3), and (4).

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- Torque (1) to 160 N-m (118 Lb-Ft).
- Torque (3) / (4) to 160 N-m (118 Lb-Ft) and then 90-105 degrees.
- Do this on both sides of the vehicle.

4. Reinstall both rear wheels. Refer to *Tire and Wheel Removal and Installation* in SI.
5. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action 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.

Dealer Reports – For USA & Export

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin 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 not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

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