

Customer Satisfaction Program

N242455301 Potential Engine Block Contamination



Release Date: August 2024

Revision: 00

Attention: Vehicles involved in this program were placed on stop delivery June 13, 2024, under reference number N242455300. **These vehicles remain on stop delivery.** Once sufficient parts are available for these vehicles, this bulletin will be revised including floor plan reimbursement, and the VIN status for these vehicles will be moved and marked as “Open” under N242455301. We anticipate part availability in the near future for these vehicles.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the bulletin is revised and VIN status placed in an “Open” status. At that time, the vehicle can be repaired and delivered to the customer.

This is a phased launch.

For Phase 1: Certain vehicles have been placed in “Open” status in IVH and can be repaired following the service procedure below. All other vehicles will remain in an “Incomplete. Remedy Not Available” status in IVH.

This program is in effect until September 30, 2026.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500	2024	2024	L84	ENGINE – GAS, 8 CYL, 5.3L, V8, DI, DFM, ALUM, GEN 5
Chevrolet	Suburban				
Chevrolet	Tahoe				
GMC	Sierra 1500				
GMC	Yukon				
GMC	Yukon XL				

Certain 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 1500, Suburban, Tahoe, and GMC Sierra 1500, Yukon, and Yukon XL vehicles, equipped with a 5.3L gas engine (RPO L84), may have contamination in the engine block.
Correction	Dealers are to replace the engine.

Parts

Quantity	Part Name	Part No.
1	L84 (5.3L) V8 Gasoline Engine	12740074
2	SEAL, A/C CMPR&CNDSR HOSE	13579648
10	BOLT, EXH MANIF	11546600
2	GASKET, EXH MANIF	12657093
1	PIPE, FUEL FEED INTER	12679463
1	GASKET, F/PMP BRKT	12679867
1	PIPE, FUEL FEED INTER	12703668
2	SEAL KIT, F/INJR (O RING)	12726902
1	BELT, ACSRY DRV PRIM	12669858
1	BELT KIT, A/C CMPR	12658178
1	GASKET, ENG OIL CLR	23129010
2	RETAINER, ENG OIL CLR	22988272
1	SEAL, OIL LVL IND TUBE (O RING)	24504031
1	SEAL, EXH SYS (METAL DONUT)	15035747
1	SEAL, EXH SYS (METAL O-RING)	15077362
8	GASKET, INT MANIF	12626354
1	FILTER, OIL	12735811
8	OIL, ENG (DEXOS1 GEN3)	19432331 US 19432456 CA
4	COOLANT, ENGINE (DEXCOOL PREMIX 50/50)	12378390 US 10953456 CA
2	GASKET, W/PMP	12682391

Customer Satisfaction Program

N242455301 Potential Engine Block Contamination



6	BOLT, ENG MT FRM SI	11549180
2	SEAL, TRANS FLUID CLR PIPE FTG	85639955
3	SEAL, A/C CMPR&CNSDR HOSE	13579649
2	GASKET, VLV RKR ARM CVR	12619787

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which parts to order.

IMPORTANT: Due to limited initial parts availability, **DO NOT ORDER** parts included in this field action for use as shelf stock (DRO) as they will cancel. Parts should only be ordered when the dealer has confirmed and validated, and their VIN is included in the open list. Parts required to complete this repair are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Dealers **MUST** place orders CSO (Customer Special Order) and upgrade to SPAC with a VIN. Place the VIN # in the notes field of the order. If there is no VIN in the notes field your order will be cancelled. Only SPAC orders with a valid VIN associated with the vehicle listing will be released while on the order writing control. Due to order writing control orders will not ship as OVN. Please take this into consideration in shipping if not coming from your Admin PDC.

Reminder: Parts will be removed from SPRINT, they are non-returnable and may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect. For Export: Please contact CCA's Export Order Fulfillment group to place the order on your behalf.

Note: All vehicles will be required to reuse the intake manifold from the engine currently in the vehicle. For police package (RPO 9C1) vehicles, the LH and RH Valve Rocker Arm Covers will need to be swapped over from the engine in the vehicle to the replacement engine as well. Valve Rocker Arm Cover Gaskets are not needed for non-police package vehicles.

Engine Return Instructions: Assemblies with core charges must be retained for 72 hours beyond receipt of transaction payment shown in the Global Warranty Management System on the Transaction Summary Report. If a Warranty Parts Center (WPC) part return request is not received within 72 hours, the core can be shipped to the Core Return Center. For additional information, please refer to the Core Return Policies within the Service Policies and Procedures Manual.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107609	Engine Replacement (Includes recover/recharge refrigerant)		ZFAT	N/A
	Silverado/Sierra			
	2WD	19.7		
	4WD	19.8		
	Yukon/Yukon XL			
	2WD	19.6		
	2WD with F47 RPO	19.7		
	4WD	19.7		
	4WD with F47 RPO	19.8		
	Tahoe/Suburban			
	2WD	19.2		
	2WD with F47 RPO	19.3		
	4WD	19.3		
	4WD with F47 RPO	19.4		

Service Procedure

IMPORTANT: If a vehicle you are working on for this field action has had a catastrophic engine failure, refer to 22-NA-074 for additional instructions. It will be necessary to H-route the warranty transaction for approval for the additional parts and labor required if there was a catastrophic engine failure.

Replace the engine. Refer to *Engine Replacement* in SI.

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 field action 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 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

Customer Satisfaction Program

N242455301 Potential Engine Block Contamination



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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through September 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 September 30, 2026, you must take the steps necessary to be sure the program correction has been made before selling or 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 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.

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

N242455301 Potential Engine Block Contamination



September 2024

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2024 model year Chevrolet Silverado 1500, Suburban, Tahoe, or GMC Sierra 1500, Yukon, or Yukon XL vehicle may have contamination in the engine block.

Your satisfaction with your GM vehicle 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 engine. This service will be performed for you at **no charge until September 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
Chevrolet	1-800-222-1020
GMC	1-800-462-8782
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

N242455301

GENERAL MOTORS
DCS6991
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 26, 2024

Subject: N242455301 - Customer Satisfaction Program
Potential Oil Gallery Engine Block Contamination

Models: 2024 Chevrolet Silverado 1500
2024 Chevrolet Suburban
2024 Chevrolet Tahoe
2024 GMC Sierra 1500
2024 GMC Yukon
2024 GMC Yukon XL
Equipped with 5.3L Gas Engine (RPO L84)

General Motors is releasing Customer Satisfaction Program N242455301 today.

This is a phased launch.

Vehicles involved in this program were placed on stop delivery June 13, 2024, under reference number N242455300. **These vehicles remain on stop delivery.** Once sufficient parts are available for these vehicles, this bulletin will be revised including floor plan reimbursement, and the VIN status for these vehicles will be moved and marked as "Open" under N242455301. We anticipate part availability in the near future for these vehicles.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the bulletin is revised and VIN status placed in an "Open" status. At that time, the vehicle can be repaired and delivered to the customer.

For Phase 1: Certain vehicles have been placed in "Open" status in IVH and can be repaired following the service procedure in the bulletin. All other vehicles will remain in an "Incomplete. Remedy Not Available" status in IVH.

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.

END OF MESSAGE