



Service Bulletin

Bulletin No.: 24-NA-144

Date: August, 2024

TECHNICAL

Subject: Information on Paper Owners Manual for US Territories and Puerto Rico

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT5	2025	2025	-	-	All	All
	XT4	2025	2025				
	Escalade	2025	2025				
Buick	Enclave	2025	2025				
	Envision	2025	2025				
Chevrolet	Corvette	2025	2025				
	Colorado	2023	2024				
	Equinox	2025	2025				
	Silverado 1500	2023	2025				
	Silverado 2500HD/ 3500HD	2023	2025				
	Suburban	2023	2025				
	Tahoe	2023	2025				
GMC	Traverse	2025	2025				
	Acadia/Acadia Denali	2025	2025				
	Canyon	2023	2024				
	Sierra 1500	2023	2025				
	Sierra Denali 1500	2025	2025				
	Sierra 2500HD/ 3500HD	2023	2025				
Yukon Models	2023	2025					

See Vehicle Summary Table Below*

Involved Region or Country	Puerto Rico, Guam, U.S. Virgin Islands
Condition	Vehicles sent to Puerto Rico, USVI, and Guam do not have OnStar to access the owner's manual and must have a paper owner's manual.
Cause	No OnStar access in US territories so the digital owner's manual isn't available for download in some US Territories.
Correction	Owners in these territories will be able to go to their dealer and request a full printed owner's manual for their vehicle.

*** Vehicle Summary Table**

Vehicle	Part Number
23 Canyon	16510661A
23 Colorado	16510626A
23 Sierra LD	84883874B
23 Silverado LD	84883873B
23 Tahoe/Suburban	84979315B
23 Yukon	16417394B
23 Silverado 2500/3500 HD	84883879
23 Sierra 2500/3500 HD	84883882
24 Silverado 2500/3500 HD	84989060
24 Sierra 2500/3500	84989061
24 Canyon	17725387A
24 Colorado	17725379A
24 Sierra LD	85516381A
24 Silverado LD	85516379A
24 Tahoe/Suburban	85657847A
24 Yukon	17746371A
25 CT5	17986895B
25 Equinox	18110620A
25 Enclave	18081619A
25 XT4	18204288A
25 Silverado 2500 HD/3500 HD	87855250A
25 Sierra/Sierra Denali 2500 HD/3500 HD	87855255A
25 Envision	18321629A
25 Silverado 1500	87855274A
25 Sierra/Sierra Denali 1500	87855280A
25 Corvette	18239120A
25 Tahoe/Suburban	17942148A
25 Yukon/Yukon XL/Denali	17942154A
25 Escalade	17942216A
25 Traverse	18001588A
25 Acadia/Acadia Denali	18281917A

*EV's are possible to order beginning the end of calendar 2024

Important: Service agents must comply with all International, Federal, State, Provincial, and/or

Labor Operation	Description	Labor Time
0586008*	Order Owner's Manual for Vehicles in Puerto Rico, USVI, and Guam	0.2 hr

*This is a unique Labor Operation for Bulletin use only.

Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Parts Information

To order, go to Helmlnc.com (or call 1-800-551-4123), see above part number table. Please include the part number on the warranty claim to be reimbursed for the Owner Manual. Parts should ONLY be ordered when inspection determines that it is necessary to replace parts.

Service Procedure

Inspect the vehicle's owner manual to ensure the full owner manual is present.

- If the correct manual is present, no further action is required.
- If a full owner's manual is not found, order it through Helmlnc.com

Dealer Responsibility

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, may contact the dealer seeking an owner's manual. Arrangements are to be made to provide an owner's manual for vehicles that are still under warranty.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Version	1
Modified	Released August 07, 2024

