

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6997
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 3, 2024

Subject: UPDATE: N242435630-02 – Customer Satisfaction Program
Serial Data Gateway Module
Population Expansion

Models: 2024 Cadillac Escalade / Escalade ESV
2024 Chevrolet Silverado 1500
2024 Chevrolet Suburban
2024 Chevrolet Tahoe
2024 GMC Sierra 1500
2024 GMC Yukon

To: All General Motors Dealers

General Motors is adding VINs to the involved vehicle population under Customer Satisfaction N242435630.

What Should Dealers Do: Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory.

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