

GENERAL MOTORS  
DCS7023  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 20, 2024

Subject: N242455950 - Service Update  
Sediment Found in Transmission

Models: 2024-2025 Chevrolet Silverado 2500HD/3500HD  
2024-2025 GMC Sierra 2500HD/3500HD

General Motors is releasing Service Update N242455950 today.

**This is a phased launch.**

Certain VINs will be marked "Open" in this initial phase. Please verify a VIN's involvement by checking in IVH prior to ordering any parts. IVH is the best source for individual VIN inquiries.

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.

A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

# Service Update

## N242455950 Sediment Found in Transmission



**Release Date:** September 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.

**This is a phased launch.**

Certain VINs will be marked "Open" in this initial phase. Please verify a VIN's involvement by checking in IVH **prior to ordering any parts**. IVH is the best source for individual VIN inquiries.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500HD/3500HD	2024	2025		
GMC	Sierra 2500HD/3500HD				

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.

<b>Condition</b>	Certain 2024-2025 model year Chevrolet Silverado 2500HD/3500HD and GMC Sierra 2500HD/3500HD vehicles, may have a condition in which sediment is being generated during the Output Shaft bearing press.
<b>Correction</b>	Dealers will replace the Transmission Filter.

### Parts

Quantity	Part Name	Part No.
1	FILTER KIT	24298004
15 Qt	FLUID,A/TRANS (DEXRON ULV ATF)	19352619 (US)
14 L	FLUID,A/TRANS (DEXRON ULV ATF)	19352620 (Canada)

**Reminder:** Parts may be removed from SPRINT and Retail Inventory Management (RIM) and be non-returnable. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect. **Due to the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107625	Replace Transmission Fluid And Filter Base With L8T	1.6 2.2	ZFAT	N/A

### Service Procedure

**Note:** When removing the transmission fluid pan, support the pan and remove the bolts from the rear of the transmission towards the front. Allow the transmission to drain before removing the pan entirely, or fluid spill will occur.

1. Remove and replace the Transmission Fluid Filter. Refer to *Automatic Transmission Fluid, Fluid Pan and/or Filter Replacement* in SI.
2. Fill the transmission with fluid and set the fluid level. Refer to *Transmission Fluid Fill Procedure* 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/repared per the service procedure of

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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.

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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.



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Voluntary Technician  
Certification**