

GENERAL MOTORS
DCS7032
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 9, 2024

Subject: N242467600 - Customer Satisfaction Program
Incorrect Caged Pinion Bearing

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

General Motors is releasing Customer Satisfaction Program N242467600 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

Customer Satisfaction Program

N242467600 Incorrect Caged Pinion Bearing



Release Date: October 2024

Revision: 00

Attention: This program is in effect until October 31, 2026.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500HD/3500HD	2024	2024		
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.

Condition	Certain vehicles listed above, may have a condition in which the transmission direct overdrive carrier was built with an incorrect caged pinion bearing.
Correction	Dealers will replace the transmission.

Parts

Quantity	Part Name	Part No.
1	TRANSMISSION (MGM)	24297784
1	TRANSMISSION (MKM)	24294430
1	SEAL, TRANS FLUID CLR PIPE	85630659
2	SEAL, TRANS FLUID CLR PIPE FTG	24279121
1	FLUID,A/TRANS (US)	19352619
1	FLUID,A/TRANS (CANADA)	19352620
1	SEAL, EXH SYS (L5P AND MGM)	84013962
1	SEAL, EXH SYS (L5P AND MGM)	15126137
1	SEAL, EXH SYS (L8T AND MKM)	20987829
1	SEAL, EXH SYS (L8T AND MKM)	15077362
1	MOUNT, TRANS	85573625
2	BOLT, TRANS MT	11548787
2	CLAMP, F/AXL PROP SHF SLIP YOKE BOOT	84526283
2	RETAINER, F/AXL PROP SHF	23170499

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

VIN Verification

If you have one of the involved vehicles, you must place a CSO order and add a SPAC case with the appropriate VIN. Due to limited inventory, VIN Verification will be conducted on the vehicle identification number you input and if it isn't an OPEN Recall in IVH then the order will be cancelled daily. All order orders except SPAC will be cancelled.

Reminder: Parts 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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107634	Transmission Replacement	7.4	ZFAT	N/A

Service Procedure

Remove and replace the Transmission, transfer all components as necessary. Refer to *Transmission 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

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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 the end date as noted in the Attention box. 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 the end date as noted in the Attention box, 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 sample 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.



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

Dear General Motors Customer:

We have learned that your GM vehicle may have a condition in which the transmission direct overdrive carrier was built with an incorrect caged pinion bearing.

Your satisfaction with your 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 transmission. This service will be performed for you at **no charge until October 31, 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

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