

GENERAL MOTORS  
DCS7075  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 12, 2024

Subject: N242477520 - Customer Satisfaction Program  
Illuminated Emblem Not Delivered

Models: 2024 GMC Yukon  
2024 GMC Yukon XL  
2025 GMC Sierra HD

General Motors is releasing Customer Satisfaction Program N242477520 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.

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

END OF MESSAGE

# Customer Satisfaction Program

## N242477520 Illuminated Emblem Not Delivered



Release Date: November 2024

Revision: 00

**Attention:** This program is in effect until November 30, 2026.

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Sierra 2500HD/3500HD	2025	2025		
GMC	Yukon	2024	2024		
GMC	Yukon XL	2024	2024		

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 vehicles listed above may have been delivered without the Illuminated Front Grille Emblem.
<b>Correction</b>	Dealers will install the illuminated front emblem or offer a reimbursement check in the amount of \$550 USD.

### Parts

Quantity	Part Name	Part No.
1	EMBLEM PKG	85086311
1	EMBLEM PKG	85018665

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

**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. There is a small number of vehicles anticipated that will need this fix. **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
9107688	Front Grille Emblem/Nameplate Replacement Sierra Yukon/Yukon XL	0.8 1.0	ZFAT	N/A
9107689	Customer Reimbursement Check Issued	N/A	ZFAT	*

\* Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. The amount identified in Net Item is the \$550.00 USD dealer check issued to a customer. Record the check number in the Invoice Number field. Record the VIN on the check. Submit \$20.00 USD administrative allowance in Net/Admin Allowance.

### Service Procedure

**Note:** The customer is eligible for ONLY ONE of the two following options.

- Consult the customer about which one of the two remedies they may receive.
  - Customer Option A: Install the Illuminated Front Grille Emblem Package. Customer WILL NOT receive a reimbursement check when choosing this option.
  - Customer Option B: Receive a reimbursement check for not receiving the Illuminated Front Grille Emblem Package. Customer WILL NOT receive the Illuminated Front Grille Emblem when choosing this option.

#### Customer Option A (Install Illuminated Front Grille Emblem ONLY)

- Remove the Front Grille Emblem. Refer to *Front Grille Emblem/Nameplate Replacement* in SI.
- Install the Illuminated Front Emblem. Refer to *Body Emblem Package Installation Instruction ID: 84435780* (Yukon/Yukon XL) OR *Front Grille Emblem Package Installation Illuminated Grille Emblem Instruction ID: 84246340* (Sierra) within the Accessory Installation Manual.

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### Customer Option B (Reimbursement ONLY)

**Important: Dealers are to verify these three pieces of information prior to issuing a reimbursement check:**

1. Original Owner Letter provided by General Motors.
2. Vehicle registration.
3. Driver's license or state ID - verify that it matches the registration and owner letter.

Issue the customer a reimbursement check in the amount of \$550.00 USD. Record the check number in the Invoice Number field and record the VIN on the check.

### 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/repaired 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 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).

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

## N242477520 Illuminated Emblem Not Delivered



This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your GM vehicle may have been delivered without the Illuminated Front Grille Emblem.

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 install the illuminated front emblem or offer a reimbursement check in the amount of \$550 USD. This service will be performed for you at **no charge until November 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. If you choose the option for reimbursement please provide this customer letter, your driver's license or state ID, and vehicle registration to the dealer to receive your reimbursement check.

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
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

N242477520