

GENERAL MOTORS
DCS7078
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 12, 2024

Subject: N242475740 - Service Update
Incorrect Certification Label

Models: 2024 Chevrolet Colorado
2024 GMC Canyon

General Motors is releasing Service Update N242475740 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.

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

END OF MESSAGE

Service Update

N242475740 Incorrect Certification Label



Release Date: November 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.

Make	Model	Model Year	
		From	To
Chevrolet	Colorado	2024	2024
GMC	Canyon		

Investigate Vehicle History (IVH) in the GM Global Warranty Management system 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 certification label may be incorrect.
Correction	Dealers are to replace the certification label.

Parts

Quantity	Part Name	Part No.
1	Vehicle Certification Label	19355584

Dealers should order the label through the EPC.

Note: the label is VIN specific and the VIN will need to be included on the order.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107687	Certification Label Replacement	0.2	ZFAT	N/A

Service Procedure

Important: Do NOT place NEW label over existing label.



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1. Remove the vehicle certification label and any residue using isopropyl alcohol and dry with clean, lint free cloth. Receiving surface MUST be clean, dry and free of any contaminants.

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2. Firmly hold the new label and peel protective liner from the back side, being careful not to touch or contaminate the adhesive with dirt or foreign matter.
3. Carefully align new label to the surface. Press firmly and smooth out entire label ensuring corners are fully adhered.

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/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.

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.

