

GENERAL MOTORS
DCS7081
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 25, 2024

Subject: N242478260 - Service Update
Loose Steering Gear Motor Bolts/Fasteners

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

General Motors is releasing Service Update N242478260 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

N242478260 Loose Steering Gear Motor Bolts/Fasteners



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 |
| Cadillac | Escalade ESV | 2024 | 2024 |
| Chevrolet | Silverado 1500 | 2024 | 2024 |
| Chevrolet | Suburban | 2024 | 2024 |
| Chevrolet | Tahoe | 2024 | 2024 |
| GMC | Sierra 1500 | 2024 | 2024 |

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 steering gear motor bolts may be loose on steering gear assemblies. |
| Correction | Dealers will inspect, and if necessary, replace the electric belt drive rack and pinion steering gear, and reprogram the power steering control module. |

Parts

| Quantity | Part Name | Part No. |
|----------|---|----------|
| 1 | GEAR ASM-ELEC BELT DRV RACK & PINION STRG | 86544924 |
| 1 | GEAR ASM-ELEC BELT DRV RACK & PINION STRG | 86544930 |
| 1 | GEAR ASM-ELEC BELT DRV RACK & PINION STRG | 85068280 |
| 1 | GEAR ASM-ELEC BELT DRV RACK & PINION STRG | 85068279 |

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which the Electric Belt Drive Rack and Pinion Steering Gear 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

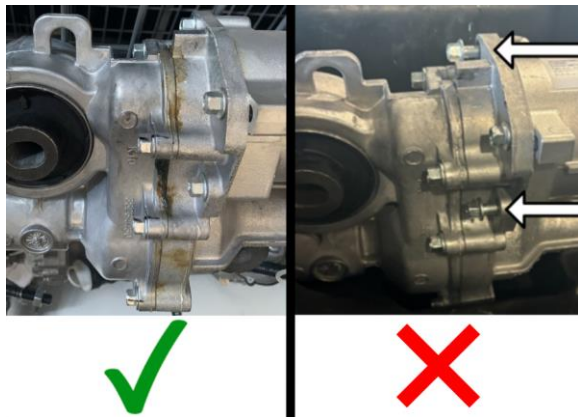
| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|--|--------------------------|-------------|----------|
| 9107697 | Inspect Electric Belt Drive Rack and Pinion Steering Gear Fasteners | 0.3 | | |
| 9107519* | Electric Belt Drive Rack and Pinion Steering Gear Replacement (Includes Inspection & SPS Programming) Suburban/Tahoe/Escalade With L3B & LZ0 Suburban/Tahoe/Escalade With L84 & L87 Silverado/Sierra ADD: Wheel Alignment Steering Wheel Angle and/or Front Toe Adjustment | 1.6 1.9 1.5 0.7 | ZFAT | N/A |

Service Procedure

1. Remove the Underbody Panels as necessary. Refer to *Underbody Panel Component Locator* in SI.

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2. Inspect the Electric Belt Drive Rack and Pinion Steering Gear Fasteners for looseness.
 - If the Electric Belt Drive Rack and Pinion Steering Gear Fasteners are NOT LOOSE, no further action is required.
 - If the Electric Belt Drive Rack and Pinion Steering Gear Fasteners are LOOSE, proceed to Step 3.
3. Remove the Electric Belt Drive Rack and Pinion Steering Gear. Refer to *Electric Belt Drive Rack and Pinion Steering Gear Replacement* in SI.
4. Install the NEW Electric Belt Drive Rack and Pinion Steering Gear. Refer to *Electric Belt Drive Rack and Pinion Steering Gear Replacement* in SI.
5. Measure and adjust the front toe. Refer to *Wheel Alignment - Steering Wheel Angle and/or Front Toe Adjustment* in SI.

Important: * To avoid warranty transaction rejections, carefully read and follow the instructions below:

Labour Time [\[Top\]](#)

Labour Operation Code:

Additional labour op code information:

SPS Warranty Claim Code:

6125814

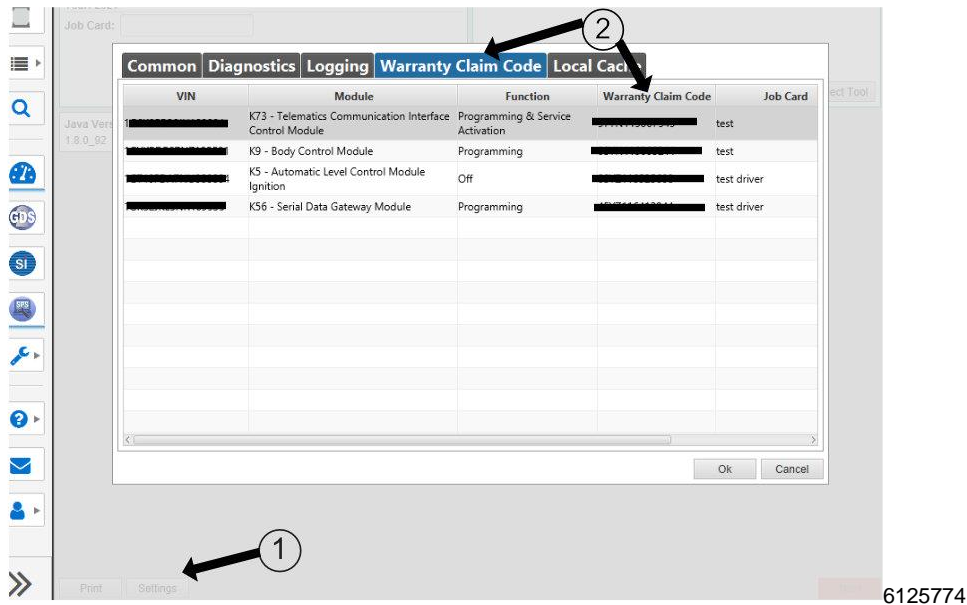
- The Warranty Claim Code from the programming event must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

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Warranty Claim Code Information Retrieval



If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Service Procedure

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

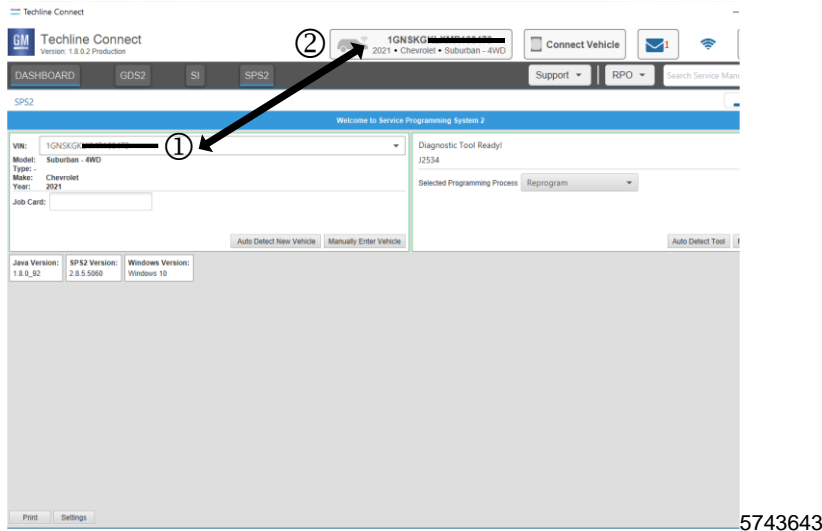
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.

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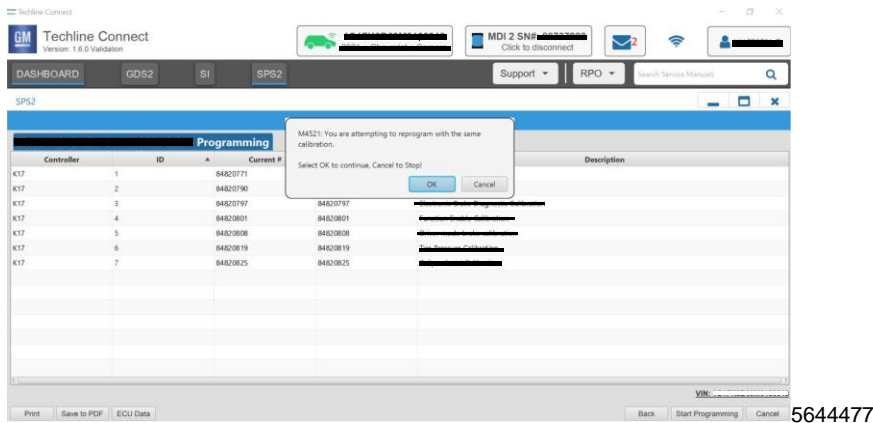
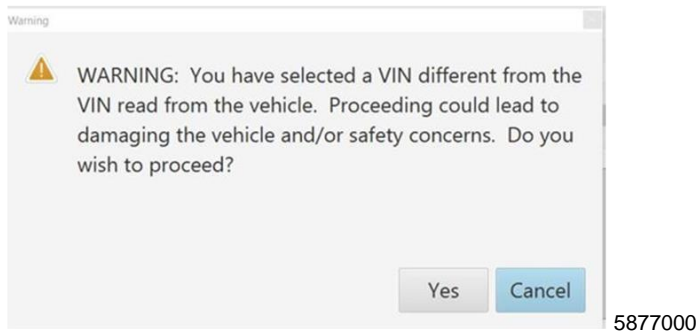
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Caution: Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.



Important: If the vehicle VIN DOES NOT match, the message below will be shown.



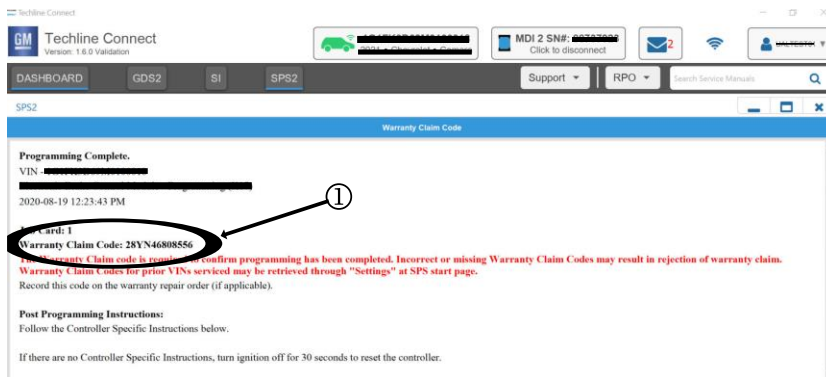
Important: Techline Connect screens shown above.

Important: If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the Power Steering Control Module. Refer to *K43 Power Steering Control Module: Programming and Setup* in SI.

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Note: The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

2. Record SPS Warranty Claim Code on job card for warranty transaction submission

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.

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**