

GENERAL MOTORS
DCS7093
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 5, 2024

Subject: REVISION: N242478260-01 - Service Update
Loose Steering Gear Motor Bolts/Fasteners
Revised Service Procedure

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

This bulletin has been revised to update the service procedure. Please discard all previous copies of bulletin N242478260.

END OF MESSAGE

Service Update

N242478260 Loose Steering Gear Motor Bolts/Fasteners



Release Date: December 2024

Revision: 01

Revision Description: This bulletin has been revised to update the service procedure. Please discard all previous copies of bulletin N242478260.

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

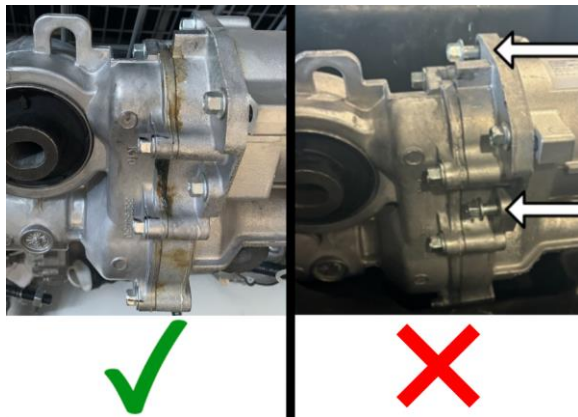
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107697	Inspect Electric Belt Drive Rack and Pinion Steering Gear Fasteners	0.3		
9107519	Electric Belt Drive Rack and Pinion Steering Gear Replacement (Includes Inspection & SPS Programming) Suburban/Tahoe/Escalade With L3B & LZ0 Suburban/Tahoe/Escalade 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.

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 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.



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