

GENERAL MOTORS
DCS7095
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 17, 2024

Subject: N242471460 - Customer Satisfaction Program
Electrical Drive Unit Leak

Models: 2024 Chevrolet Blazer EV
2024 Chevrolet Equinox EV

General Motors is releasing Customer Satisfaction Program N242471460 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

N242471460 Electrical Drive Unit Leak



Release Date: December 2024

Revision: 00

Attention: For EV Involved Vehicles: The repairs outlined in this bulletin must only be completed at an authorized EV dealer and repairs must be performed by a technician who has successfully completed the applicable technical training required to perform this repair.

This program is in effect until January 31, 2027.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Blazer EV	2024	2024		
Chevrolet	Equinox EV				

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 been built with an Electric Drive Unit mounting bolt that is too long, causing damage to the Drive Unit case.
Correction	Dealers will inspect and replace the Electrical Drive Unit if necessary.

Parts

Quantity	Part Name	Part No.
1	MODULE, FRT ELEC DRV TRANSAXLE	*24057505
1	MODULE, FRT ELEC DRV TRANSAXLE	*24060581
1	MODULE, FRT ELEC DRV TRANSAXLE	*24060846
1	MODULE, FRT ELEC DRV TRANSAXLE	*24061266
3	SEAL, A/C CMPR HOSE	13579648
5	SEAL, A/C EVPR HOSE	13579646
7	SEAL, A/C CNDSR HOSE	13579649
7	BOLT, DRV MOT MT	11588743
3	BOLT, DRV MOT MT	11610916
3	BOLT, DRV MOT RR MT	11609605
2	NUT, FRT WHL DRV SHF	11612295
2	WASHER, FRT WHL DRV SHF	11604736
2	BOLT, FRT SUSP STRUT	11602724
2	RING, OUTPUT SHF RET	24294502
2	SEAL, OUTPUT SHF	24047424
As Req'd	TRANSMISSION FLUID (Up to 3.35 qts)	19352619 (US)
As Req'd	TRANSMISSION FLUID (Up to 3.17 L)	19352620 (CAN)
As Req'd	COOLANT (Up to 10.93 qts)	12378390 (US)
As Req'd	COOLANT (Up to 10.34 L)	10953456 (CAN)

*Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Front Electric Drive Transaxle Module to order.

For the Drive Units (Remedy Parts) – For U.S. and Canada:

TAC Restriction:

The remedy parts required for this program are on restriction through the GM Technical Assistance Center (TAC). Please contact TAC at telephone number US 1-877-446-82 (Action Center prompt) or Canada 1-800-263-7740 for English or 1-800-263-7960 for French.

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.**

Customer Satisfaction Program

N242471460 Electrical Drive Unit Leak



Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107701	Customer Driven Vehicles - Inspect for Fluid Only – No Further Action Required	0.3	ZFAT	N/A
9107702	Dealer Inventory Vehicles - Inspect for Fluid and Drive Motor Mount Fastener – No Further Action Required	0.4		
9107524*	Customer Driven Vehicles ONLY: Replace the Front Electric Drive Transmission Module (includes inspection and SPS Programming)	8.5		
	Blazer EV – P76	10.4		
	Blazer EV – S76	11.9		
	Equinox EV – P76 & XRD & K20	11.6		
	Equinox EV – P76 & XRD & K28	12.2		
	Equinox EV – P9D & FWD	1.2		
9107525*	Dealer Inventory ONLY: Replace the Front Electric Drive Transmission Module (includes inspection and SPS Programming)	8.6		
	Blazer EV – P76	10.5		
	Blazer EV – S76	12.0		
	Equinox EV – P76 & XRD & K20	11.7		
	Equinox EV – P76 & XRD & K28	12.3		
	Equinox EV – P9D & FWD	1.2		
	ADD: Recover and Recharge R-1234yf A/C System			

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

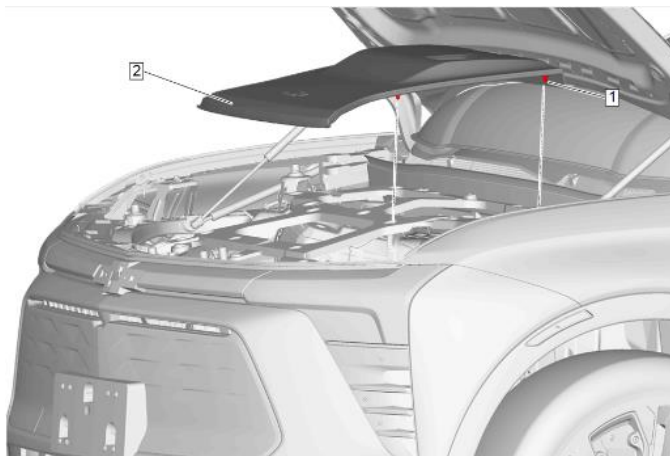
- The Warranty Claim Code from the programming event must be accurately entered in the “Warranty Claim Code” field of the transaction.

Customer Satisfaction Program

N242471460 Electrical Drive Unit Leak



Service Procedure



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1. Remove the Front Compartment Center Sight Shield and Compartment Support (if equipped) . Refer to *Front Compartment Center Sight Shield Replacement* and *Front Trim Finish Compartment Support Replacement* in SI.



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2. Locate the Right Side Drive Motor Mount.



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Note: For greater visual clarity, use an inspection mirror or a digital borescope for inspection of fluid.

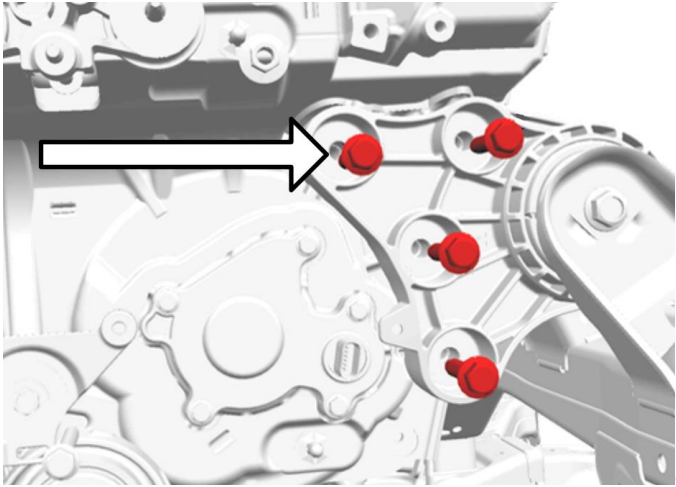
3. Inspect for the presence of fluid on and around the Right Side Drive Motor Mount.
 - If fluid is present on or around the Right Side Drive Motor Mount, proceed to step 5.

Customer Satisfaction Program

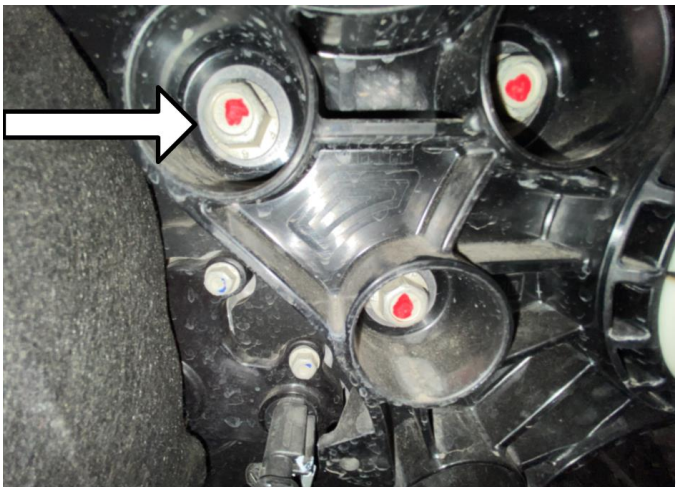
N242471460 Electrical Drive Unit Leak



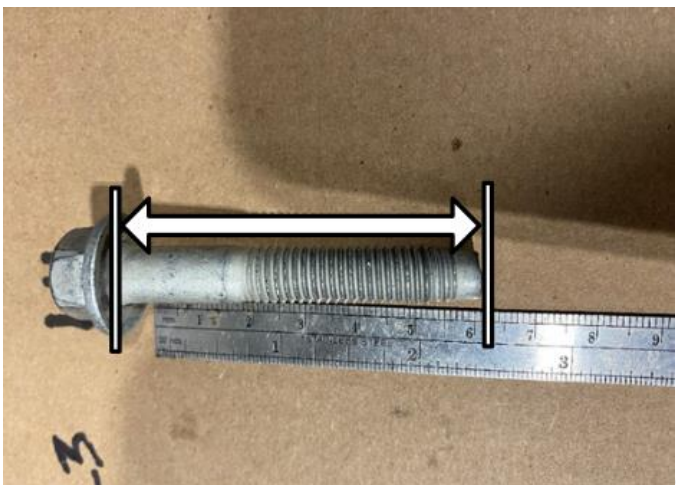
- If fluid is NOT present on or around the Right Side Drive Motor Mount AND THE VEHICLE IS IN DEALER INVENTORY, proceed to step 4.
- If fluid is NOT present on or around the Right Side Drive Motor Mount AND THE VEHICLE IS CUSTOMER DRIVEN, Front Electric Drive Transmission Module is OK. Reinstall the Front Compartment Center Sight Shield and Compartment Support (if equipped) . Refer to *Front Compartment Center Sight Shield Replacement* and *Front Trim Finish Compartment Support Replacement* in *SI*. No further action is required.



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Note: It is possible to access and remove the Drive Motor Mount fastener from the top of the vehicle.

Customer Satisfaction Program

N242471460 Electrical Drive Unit Leak



Important: ONLY REMOVE THE DRIVE MOTOR MOUNT FASTENER AS DEPICTED IN THE ABOVE GRAPHICS. DO NOT REMOVE ANY ADDITIONAL FASTENERS AS PART OF THIS INSPECTION STEP.

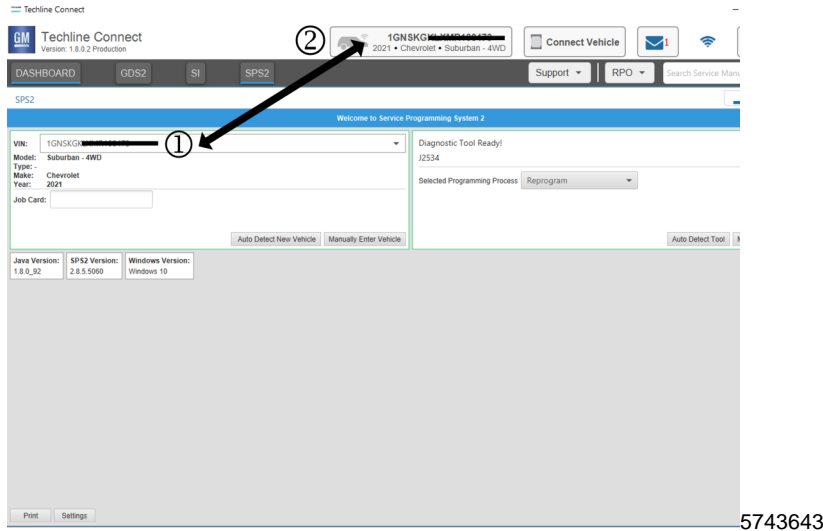
Note: Ensure the measurement is taken from the bottom of the bolt flange to the bolt tip, as depicted in the above graphic.

- Remove the RH Front Drive Motor Mount Fastener and measure the fastener.
 - If the RH Front Drive Motor Mount Fastener measures 55 mm, the Front Electric Drive Transmission Module is OK. Replace the fastener with a NEW fastener. Torque to 58 N•m (43 lb ft) and then an additional 75 degrees rotation. Reinstall the Front Compartment Center Sight Shield and Compartment Support (if equipped) . Refer to *Front Compartment Center Sight Shield Replacement* and *Front Trim Finish Compartment Support Replacement* in SI. No further action is required.
 - If the RH Front Drive Motor Mount Fastener measures 60 mm or more, the Front Electric Drive Transmission Module is NOT OK. Proceed to step 5.

Important: DO NOT replace the Front Electric Drive Transmission Module unless deemed necessary by the above inspection step(s).

- Replace the Front Electric Drive Transmission Module. Refer to *Front Electric Drive Transmission Module Replacement* in SI.
 - 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.

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

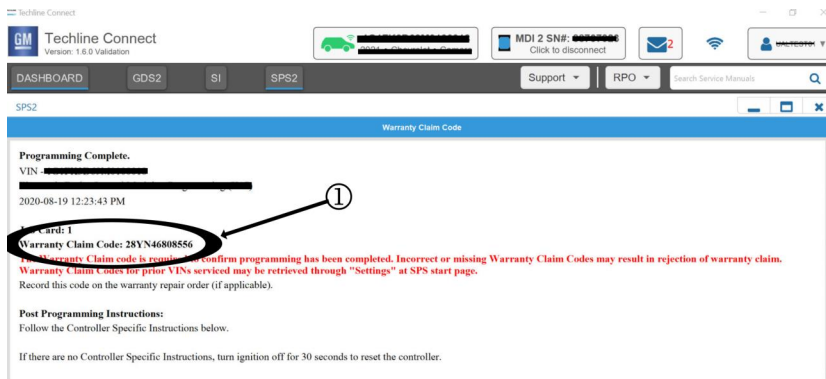


Important: Techline Connect screen shown above.

- Reprogram the Drive Motor Control Module. Refer to *K107 Drive Motor Control Module: Programming and Setup* in SI.

Customer Satisfaction Program

N242471460 Electrical Drive Unit Leak

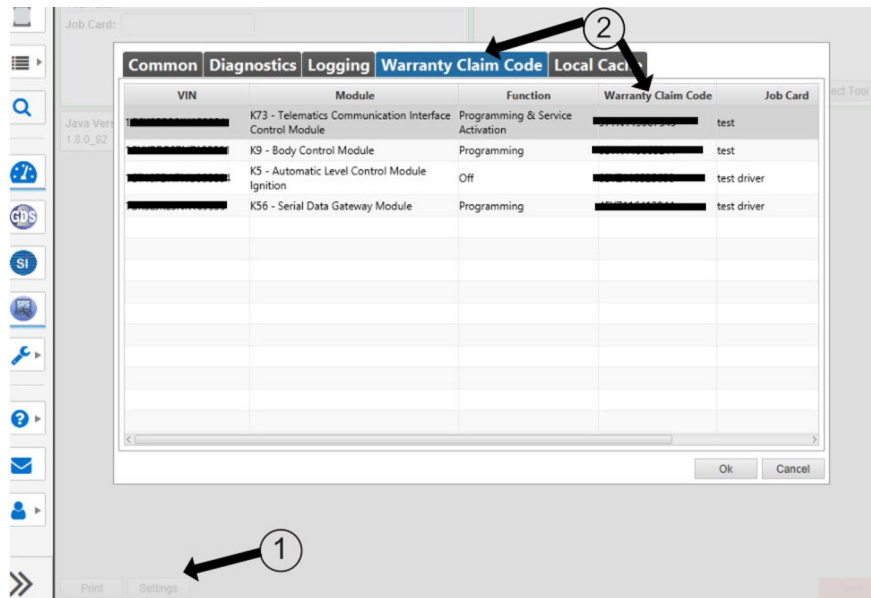


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Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

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

Warranty Claim Code Information Retrieval



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

- Open TLC on the computer used to program the vehicle.
- Select and start SPS2.
- Select Settings (1).
- 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.

Customer Satisfaction Program

N242471460 Electrical Drive Unit Leak



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).



Customer Satisfaction Program

N242471460 Electrical Drive Unit Leak



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

Dear General Motors Customer:

We have learned that your GM vehicle may have been built with an Electric Drive Unit mounting bolt that is too long, causing damage to the Drive Unit case.

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 inspect and replace the Electrical Drive Unit if necessary. This service will be performed for you at **no charge until January 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. When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

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 EV	1-833-EVCHEVY (1-833-382-4389)
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

N242471460