

GENERAL MOTORS
DCS7112
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 16, 2025

Subject: N242485780 - Service Update
Power Steering Pump – Inspection Procedure

Models: 2024-2025 Chevrolet Express
2025 Chevrolet Silverado 2500 HD/3500 HD
2024-2025 GMC Savana
2025 GMC Sierra 2500 HD/3500 HD

General Motors is releasing Service Update N242485780 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

Service Update

N242485780 Power Steering Pump



Release Date: January 2025

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. Important: Involved vehicles in dealer inventory that DO NOT PASS the inspection procedure MUST be held and not delivered to customers. The bulletin will be revised when parts and the repair procedure are available.
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Make	Model	Model Year	
		From	To
Chevrolet	Express	2024	2025
Chevrolet	Silverado 2500 HD/3500 HD	2025	2025
GMC	Savana	2024	2025
GMC	Sierra 2500 HD/3500 HD	2025	2025

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	Some of these vehicles may contain a power steering pump that may prematurely fail.
Correction	Dealers will inspect and replace the power steering pump as necessary.

Parts

Remedy parts are not available at this time.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107746	Inspect Only – Vehicle PASSED Inspection (No Further Action Required)	0.3	ZFAT	*
9107747	Inspect Only – Vehicle DID NOT PASS Inspection and Will Require Repair – Claim Submission Will Not Close Field Action	0.3		

Important: Involved vehicles in dealer inventory that DO NOT PASS the inspection procedure MUST be held and not delivered to customers. The bulletin will be revised when parts and the repair procedure are available.

* The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for the borescope needed to perform the required repairs, not to exceed \$35.00 USD, \$50.25 CAD, plus applicable Mark-Up or Landed Cost (for Export). Only one borescope is to be ordered per dealer.

Special Tool/Video/Kit

A dual-lens borescope with a right-angle camera and high resolution is required to perform the inspection procedure. It is recommended to use a borescope that connects to a phone or computer, to ensure a high resolution image can be displayed.

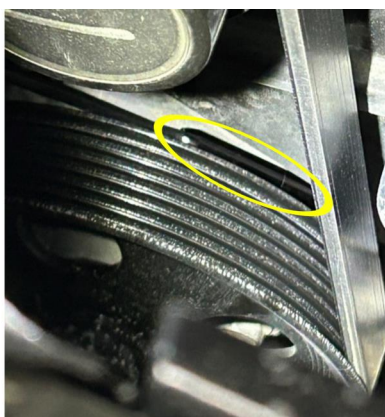
Service Procedure

Note: It is NOT necessary to remove any components to perform the inspection procedure. The replacement procedure below is listed for location reference ONLY.

1. Locate the Power Steering Pump. Refer to *Power Steering Pump Replacement* in SI for component location.

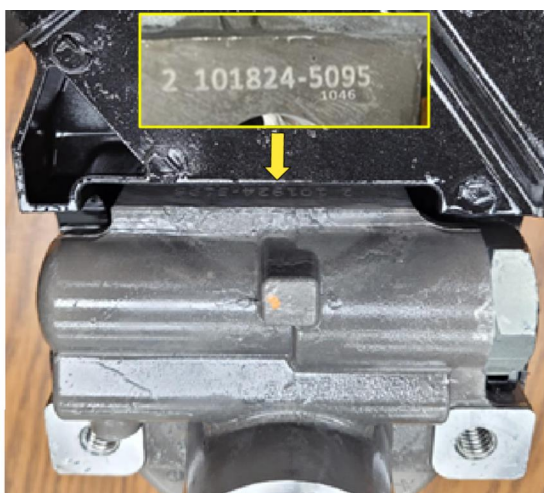
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2. Insert a right-angle borescope behind the power steering pump pulley, from the most accessible side horizontally along the top edge of the Power Steering Pump. The date code and lot code are located on a flat between the reservoir and pump body as pictured below. Angle the camera towards the engine, as the codes are inside of the gap beneath the reservoir.



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Note: Pulley removed to show location, it is **NOT** required to remove the pulley for borescope inspection

3. Verify the Date Code Range (6 digit) does not fall between 100424 and 102624.
 - If the code **IS NOT** between 100424 and 102624, the power steering pump is within specification and no further action is required.
 - If the code **IS** between 100424 and 102624, proceed to step 4.
4. Verify the Lot Code Range (4 digit) is not within the 5000 series, seen as 5xxx.
 - If the code **IS** within the 5xxx Lot Code Range, the Power Steering Pump has failed inspection. Remedy parts are not available and the field action cannot be closed at this time.
 - If the code **IS NOT** within the 5xxx Lot Code Range, the power steering pump is within specification and no further action is required.
 - If the inscribed date and lot ranges cannot be read with the borescope due to corrosion or damage to the inscription, clean the surface with a suitable cleaning agent. If the inscribed date and lot ranges still cannot be read after cleaning, the power steering pump has **FAILED** inspection. Remedy parts are not available and the field action cannot be closed at this time. **Important:** Involved vehicles in dealer inventory that **DO NOT PASS** the inspection procedure **MUST** be held and not delivered to customers. The bulletin will be revised when parts and the repair procedure are available.

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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 inspection 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 inspection 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.

