

GENERAL MOTORS
DCS7123
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 27, 2025

Subject: REVISION: N242485780-01 - Service Update
Power Steering Pump – Service Procedure
Revised Parts, Warranty Information, and Service Procedure

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

This bulletin has been revised to update the Parts, Warranty Information, and Service Procedure. Please discard all previous copies of bulletin N242485780.

For vehicles that did not pass the initial inspection, parts are now available to complete this repair.

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: 01

Revision Description: This bulletin has been revised to update the parts, warranty information, and service procedure. Please discard all previous copies of bulletin N242485780.

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.

For vehicles that did not pass inspection, parts are now available to complete this repair.

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

Quantity	Part Name	Part No.
1	Power Steering Pump	Use VIN and EPC
1	SEAL, P/S GR INL HOSE (O-RING)	26001594*
As Req'd	Power Steering Fluid**	19329450* US 19329451* CAN

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Power Steering Pump to order.

Due to the small number of vehicles with faulted Power Steering Pumps and due to the limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace the Power Steering Pump.

It is estimated that approximately 30% of involved vehicles will require Power Steering Pump replacement. Please order parts accordingly.

***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.**

** Obtain locally in compliance w/ GM Spec. 9985010.

Service Update

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107746	Inspect Only – No Further Action Required	0.3	ZFAT	*
9107760	Inspect Only – Power Steering Pump Removed for Inspection – No Further Action Required, Reinstall Pump Sierra/Silverado 2500/3500HD w/ L5P Sierra/Silverado 2500/3500HD w/ L8T Express/Savana w/ LV1 Express/Savana w/ L8T	2.2 1.3 3.1 2.2		
9107761	Replace Power Steering Pump Sierra/Silverado 2500/3500HD w/ L5P Sierra/Silverado 2500/3500HD w/ L8T Express/Savana w/ LV1 Express/Savana w/ L8T	2.2 1.3 3.1 2.2		
9107762	Replace Power Steering Pump – Inscription Illegible Sierra/Silverado 2500/3500HD w/ L5P Sierra/Silverado 2500/3500HD w/ L8T Express/Savana w/ LV1 Express/Savana w/ L8T	2.2 1.3 3.1 2.2		

* 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.

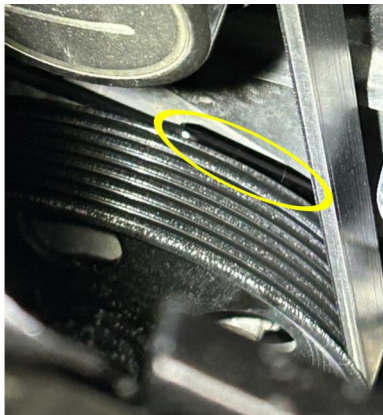
Special Tool/Video/Kit

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 below replacement procedure is listed for location reference ONLY.

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

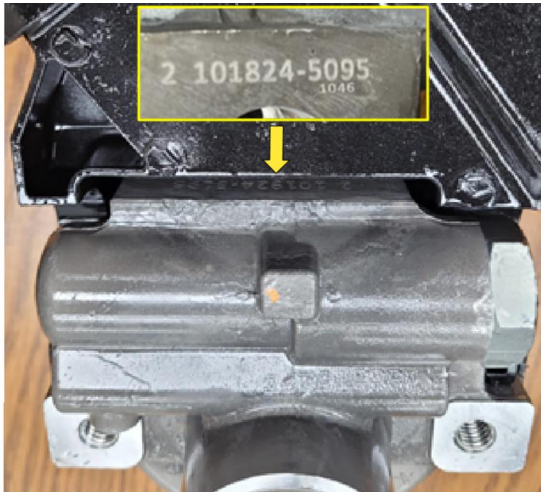


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2. Insert a right-angle borescope behind the power steering pump pulley, from the most accessible side horizontally along the top edge of the Power Steering Pump. The date code and lot code are located on a flat between the reservoir and pump body 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. As pictured above, Date Code: 101824 Lot Code: 5095

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 5xxx series, seen as 5xxx.
 - If the code **IS** within the 5xxx Lot Code Range, the Power Steering Pump **MUST** be replaced. Refer to *Power Steering Pump Replacement* in SI for instruction.
 - If the code **IS NOT** within the 5xxx Lot Code Range, the power steering pump is within specification and no further action is required.
5. If the Power Steering Pump date or lot code ranges are illegible, refer to the *Power Steering Pump Inscription Illegible* section below.
6. If the Power Steering Pump was replaced, package and return the removed Power Steering Pump as instructed.

Power Steering Pump Inscription Illegible

NOTE: The Power Steering Pump should **ONLY** be removed for inspection as a last resort and if all other inspection methods cannot be completed. If the Power Steering Pump is removed for inspection, it **MUST** be well documented on the repair order.

If the inscribed date and lot ranges cannot be read with the borescope due to corrosion or damage to the inscription:

- 1.1 Attempt to clean the surface with a suitable cleaning agent and attempt the inspection again.
- 1.2 If the inscriptions cannot be read after cleaning; remove or reposition the pump for further inspection.
- 1.3 If the inscription still cannot be read, it must be assumed that the pump falls within the suspect date and lot code ranges. Remove and replace the Power Steering Pump. Refer to *Power Steering Pump Replacement* in SI for instruction.

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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 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**