

GENERAL MOTORS
DCS7149
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 19, 2025

Subject: N242480200 - Service Update
Water Leaks Due to Missing Sealer

Models: 2025 Chevrolet Silverado 1500/2500 HD/3500 HD

General Motors is releasing Service Update N242480200 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

N242480200 Water Leaks Due to Missing Sealer



Release Date: February 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.

Make	Model	Model Year	
		From	To
Chevrolet	Silverado 1500/2500HD/3500HD	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	Certain vehicles listed above may have a condition in which the seam sealer is not fully installed.
Correction	Dealers are to inspect the right front side floor panel seam and apply seam sealer if necessary.

Parts

Quantity	Part Name	Part No.
As Required	Kent® High-Tech Seam Sealer Clear or equivalent	*P10200

* Contact Kent Automotive:

USA: 1-888-937-5368 or www.kent-automotive.com.

Canada: 1-800-563-1717 or www.kent-automotive.ca.

Dealers that do not have a Kent Automotive account or representative must advise the Customer Service Representative that the part(s) is being used for this GM bulletin to obtain special bulletin pricing. **Do not order from GMCCA.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107853	Inspect Seam for Missing Sealer – No Further Action Required	0.3	ZFAT	N/A
9107854	Apply Seam Sealer (includes inspection)	0.5	ZFAT	*
**9107855	Dry Front Floor Panel Carpet	ST	ZFAT	N/A

*The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for Clear Seam Sealer needed to perform the required repairs, not to exceed \$4.00 USD, \$5.81 CAD, plus applicable Mark-Up or Landed Cost (for Export).

****Important:** If drying the Front Floor Panel Carpet is necessary, claim this Labor Code BEFORE claiming Labor Op 9107854. DO NOT Submit for Labor Code 9107854 until the Drying Labor Code has been Accepted/Paid. Failure to do so will result in having to "H" route the claim.

Service Procedure

1. Remove the RH Front Side Door Sill Garnish Molding. Refer to *Front Side Door Sill Garnish Molding Replacement* in SI.

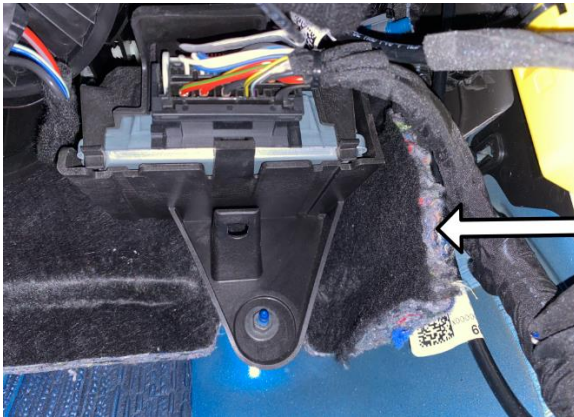
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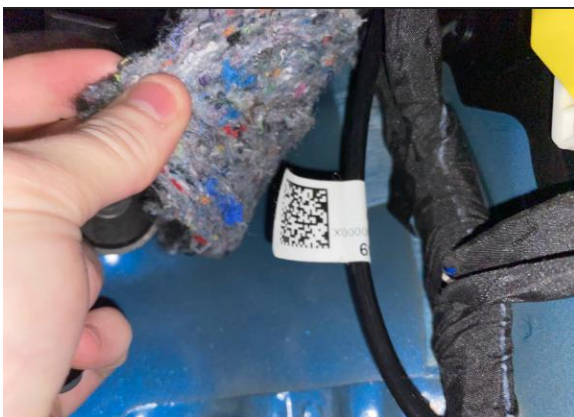
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2. Pull back the RH Front Floor Panel Carpet away from the Upper RH corner of the Front Floor Panel, underneath the Instrument Panel.
3. Remove the Multifunction Power Supply Converter Bracket. Refer to *Multifunction Power Supply Converter Bracket Replacement* in SI.



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Note: The Multifunction Power Supply Converter Bracket must be removed to pull the carpet covering back enough to access the seam for inspection.

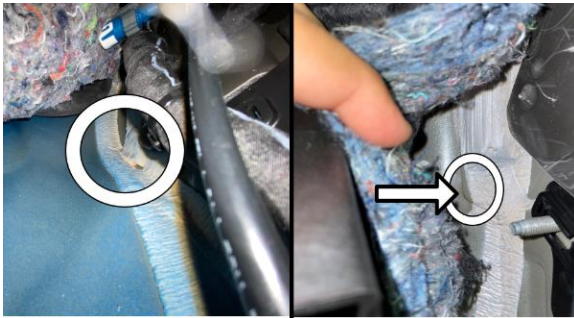


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4. Pull aside the carpet covering under the Instrument Panel on the bulkhead to gain access the seam.

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5. Inspect the sealer bead for complete coverage of the seam as pictured above.

- If the seam is completely covered by the seam sealer, Proceed to Step 12.
- If the seam is NOT completely covered by the seam sealer and is exposed, Proceed to Step 6.

Note: Ensure there is no loose dirt or debris on and around the area to be sealed.

6. Clean and prep the area using general purpose adhesive cleaner.



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Important: Ensure the area being sealed is clean and dry before applying the sealer.

7. Wearing a glove, apply the seam sealer to fingers and apply the sealer to the exposed seam, including good coverage around the area of exposed seam.
8. Allow the sealer to dry and cure per the manufacturer's instructions.



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9. Verify there are no leaks coming from the seam by spraying water with a garden hose at the bulkhead from underneath the Air Inlet Grille Panel for 1 minute, as shown above.
 - If there are no leaks detected inside of the vehicle at the area of the repaired seam, proceed to Step 10.
 - If the seam is still leaking inside the vehicle, repeat Steps 6-8.
 10. Inspect the RH section of the Front Floor Panel Carpet for signs of water intrusion.
 - If the Front Floor Panel Carpet has signs of water intrusion, proceed to Step 11.
 - If the Front Floor Panel Carpet DOES NOT show any signs of water intrusion, proceed to Step 12.
- Note:** Follow the 3-step drying method below, regardless of the type of carpet equipped in the vehicle.
11. Dry the RH section of the Front Floor Panel Carpet using the steps below.
 - If you observe puddles of liquid on the carpet face, use a wet vacuum to remove the excess moisture.
 - Blot the face of the carpet with a towel in order to absorb as much moisture as possible.
 - Point a fan at the affected area and air dry the carpet.
 12. Reposition the carpet covering on the bulkhead to its original positioning.
 13. Reinstall the Multifunction Power Supply Converter Bracket. Refer to *Multifunction Power Supply Converter Bracket Replacement* in SI.
 14. Reposition the RH Front Floor Panel Carpet to its original positioning.
 15. Reinstall the RH Front Side Door Sill Garnish Molding. Refer to *Front Side Door Sill Garnish Molding Replacement* 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.

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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**