

GENERAL MOTORS
DCS7084
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 26, 2024

Subject: N242454441- Special Coverage
Momentary Rear Wheel Lock-Up

Models: 2021 Cadillac Escalade
2021 Cadillac Escalade ESV
2020 – 2022 Chevrolet Silverado 1500
2020 – 2022 Chevrolet Silverado 2500/3500
2021 Chevrolet Suburban
2021 Chevrolet Tahoe
2020 – 2022 GMC Sierra 1500
2020 – 2022 GMC Sierra 2500/3500
2021 GMC Yukon
2021 GMC Yukon XL

General Motors is releasing Special Coverage N242454441 today.

This is a phased launch.

What Should Dealers Do: Dealers can review the attached bulletin and it will also be displayed in Service Information tomorrow. This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

Special Coverage

N242454441 Momentary Rear Wheel Lock-Up



Release Date: November 2024

Revision: 00

Attention: This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

This is a phased launch.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2021	2021		
Cadillac	Escalade ESV	2021	2021		
Chevrolet	Silverado 1500	2020	2022		
Chevrolet	Silverado 2500/3500	2020	2022		
Chevrolet	Suburban	2021	2021		
Chevrolet	Tahoe	2021	2021		
GMC	Sierra 1500	2020	2022		
GMC	Sierra 2500/3500	2020	2022		
GMC	Yukon	2021	2021		
GMC	Yukon XL	2021	2021		

Involved vehicles are identified on the Applicable Warranties section 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 a condition where the transmission control valve has worn, resulting in a gradual loss of pressure within the valve. The effects can cause harsh shifting, setting a service engine soon message, reduced engine performance or P0747 diagnostic trouble code.
Special Coverage	This special coverage covers the condition described above for a period of 15 years or 150,000 miles (240,000km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after November 26, 2024, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to November 26, 2024, must be submitted to the Service Contract provider. Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i>
Correction	Dealers are to install a new control valve body. The repairs will be made at no charge to the customer.

Parts

***Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which VALVE BODY ASSEMBLY to order.**

Quantity	Part Name	Part No.
1	VALVE ASM-CONT (W/ BODY & VLV)	*
15	TRANSMISSION FLUID QUART - HD Diesel	19352619 (19352620 Canada)
9	TRANSMISSION FLUID QUART - LD Diesel	19352619 (19352620 Canada)
1	SEAL, A/TRNS FLUID PUMP - LD/SUV	24290889
1	SEAL, A/TRNS AUX FLUID PUMP OTLT PIPE - LD/SUV	24271818
1	SEAL, A/TRNS AUX FLUID PUMP - LD/SUV	24047734
1	FILTER KIT,A/TRNS FLUID - HD	24298004
1	FILTER KIT, A/TRNS FLUID (Includes filter Seal) - LD/SUV	24294355

Special Coverage

N242454441 Momentary Rear Wheel Lock-Up



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. Part availability is expected to be limited due to manufacturing constraints. **Due to limited 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
9900905	Inspect for DTC P0747 ADD: Control Valve Body Replacement (includes DTC inspection) Silverado/Sierra 1500 Escalade/ESV, Silverado/Sierra HD, Suburban, Tahoe, Yukon/XL	0.2 1.5 3.4	ZREG	N/A
9900906	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900907	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

* For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

- Check for DTC P0747.
 - If DTC P0747 is set, continue to step 2.
 - If DTC P0747 is NOT SET, no further action required.
- Replace control valve body. Refer to Control Valve Body Replacement in SI.
- Perform the solenoid valve characterization reprogramming procedure. Refer to *Transmission Control Solenoid Valve Characterization Programming* in SI.

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

General Motors will notify Customers of this special coverage on their vehicle (see copy of sample Customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by December 31, 2025. See General Motors Service Policies and Procedures Manual (USA & Canada) or local Policies and Procedures, for details.

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**

Special Coverage

N242454441 Momentary Rear Wheel Lock-Up



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

Dear General Motors Customer:

As the owner of a GM vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some vehicles may have a condition where the transmission control valve has worn, resulting in a gradual loss of pressure within the valve. The effects can cause harsh shifting, setting a service engine soon message, reduced engine performance or P0747 diagnostic trouble code.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your GM vehicle within 15 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program. For customer's vehicles already outside of the above years and/or miles, we are still offering reimbursement if the issue occurred within the years and miles stated above. Please follow the reimbursement steps below.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage **must be performed by a General Motors dealer**. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you already paid for repairs for the condition described in this letter, **and those repairs were completed prior to this mailing**, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by December 31, 2025, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). ***Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.***

If you have any questions or need any assistance, please contact your dealer or 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
Cadillac	1-800-333-4223
Chevrolet	1-800-222-1020
GMC	1-800-462-8782
Puerto Rico – English	1-866-467-9700
Puerto Rico – Español	1-866-467-9700
Virgin Islands	1-866-467-9700

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

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Enclosure
N242454441