

GENERAL MOTORS
DCS7090
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 4, 2024

Subject: N242452110 - Service Update
Super Cruise Steering Wheel Touch Sensor

Models: 2023-2024 Cadillac LYRIQ
2024 Chevrolet Silverado EV
2024 Chevrolet Traverse
2024 GMC Acadia
2024 GMC Sierra EV

General Motors is releasing Service Update N242452110 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.

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

END OF MESSAGE

Service Update

N242452110 Super Cruise Steering Wheel Touch Sensor



Release Date: December 2024

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.

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.

Make	Model	Model Year	
		From	To
Cadillac	LYRIQ	2023	2024
Chevrolet	Silverado EV	2024	2024
Chevrolet	Traverse	2024	2024
GMC	Acadia	2024	2024
GMC	Sierra EV	2024	2024

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	On certain vehicles listed above, while Super Cruise is engaged, DTC B19F2 (steering wheel touch sensor fault) could occur.
Correction	Dealers will replace the steering wheel.

Parts

Quantity	Part Name	Part No.
1	Steering Wheel	85067984
1	Steering Wheel	85067990
1	Steering Wheel	85067988
1	Steering Wheel	85734470
1	Steering Wheel	85013816
1	Steering Wheel	85017909
1	Steering Wheel	85017911
1	Steering Wheel	86570359
1	Steering Wheel	85038179
1	Steering Wheel	85038183
1	Steering Wheel	86578277
1	Steering Wheel	86578278
1	Steering Wheel	86578280
1	Steering Wheel	86578281
1	Steering Wheel Bolt	11610164

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Steering Wheel to order. It is not necessary to replace the steering wheel bolt unless it is damaged during removal, but it is included because of a high rate of damage to the bolts in the process of removing them.

If you have one of the involved vehicles, you must place a CSO order and add a SPAC case with the appropriate VIN. Due to limited inventory, VIN VERIFICATION will be conducted on the vehicle identification number you input. All order orders except SPAC will be cancelled.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107626	Steering Wheel Replacement LYRIQ Traverse / Acadia Silverado / Sierra EV	0.8 0.5 0.5	ZFAT	*

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* Dealers will be allowed to purchase one ½ inch drive T50 impact Torx bit locally. Submit the actual cost of the T50 impact Torx bit, not to exceed \$20.00 USD (\$27.06 CAD).

Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Replace the steering wheel. Refer to *Steering Wheel 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/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.

