

Safety Recall

N232414720 Steering Gear Shaft Fracture



Release Date: August 2023

Revision: 00

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

This bulletin contains an inspection procedure for both dealer inventory and customer vehicles. **Vehicles (both dealer inventory and customer owned) that pass this inspection procedure should be closed using the “Inspect Only – Vehicle Passed Inspection (No Further Action Required)” labor code 9106931.**

It is estimated that a very small percentage of the involved vehicles will fail the inspection and require part replacement. Vehicles that do not pass the inspection must be held and not delivered to customers until the repair is completed. The bulletin will be updated when the remedy and required parts become available, at which time those vehicles can be repaired, closed, and delivered.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until either the inspection or inspection and repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500 HD/3500 HD	2024	2024		
GMC	Sierra 2500 HD/3500 HD				

Involved vehicles are marked “Incomplete Remedy Not Available” on the Investigate Vehicle History screen 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	General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2024 model year Chevrolet Silverado 2500/3500 and 2024 model year GMC Sierra 2500/3500 vehicles. In these vehicles, the steering gear shaft may contain a supplier manufacturing defect that may result in a fracture of the shaft that attaches to the steering (pitman) arm. If the steering gear shaft fractures and the steering arm becomes disconnected, the driver will be unable to steer the vehicle, increasing the risk of a crash.
Correction	Dealers will inspect the steering gear and replace if necessary.

Parts

It is estimated that a very small percentage of the involved vehicles will fail the inspection and require part replacement. For those vehicles that do not pass the inspection, the bulletin will be updated when the remedy and required parts become available, at which time those vehicles can be repaired. No parts are required for this inspection procedure.

Warranty Information

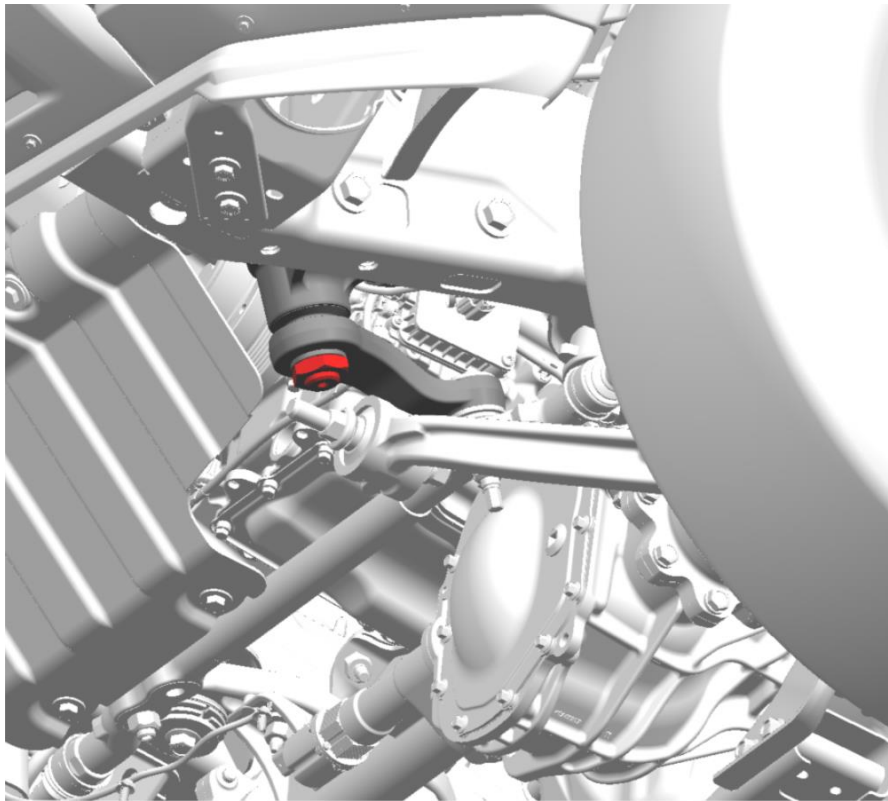
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106931	Inspect Only – Vehicle Passed Inspection (No Further Action Required)	0.3	ZFAT	N/A
9106932	Inspect Only – Vehicle Did Not Pass Inspection and Will Require Repair – claim submission will not close field action	0.3		

Service Procedure

- Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
- Inspect the Steering Gear Pinion Shaft/Pitman arm nut to see if they are intact.

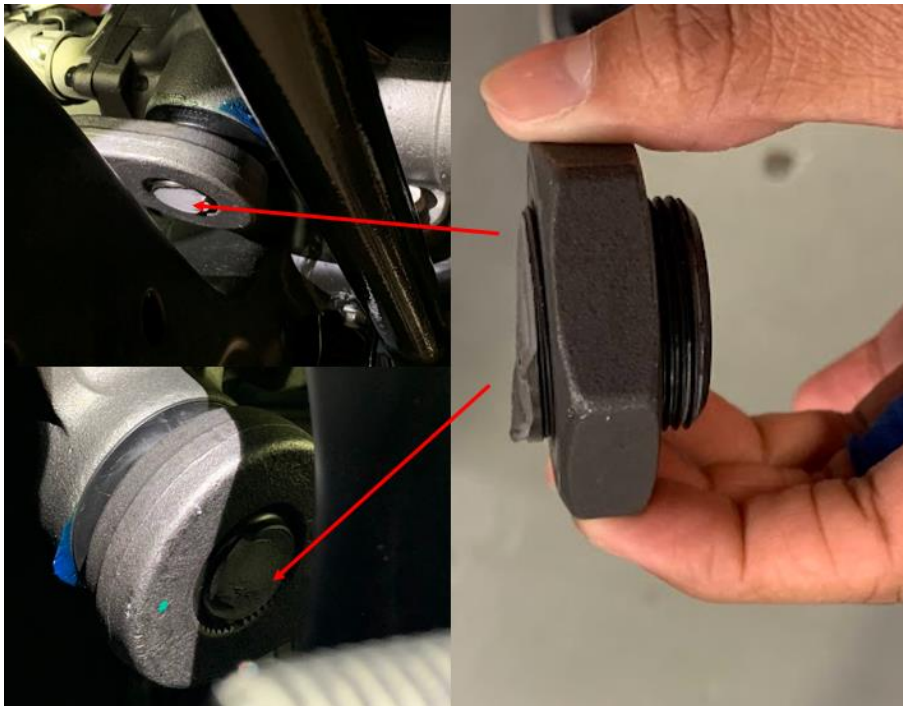
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- If the inspection determines that the steering gear does NOT need to be replaced (steering gear pinion shaft and nut are intact), no further action is required.



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- If the steering gear pinion shaft is broken/sheared off, as shown above, vehicles must be held and not delivered to customers. The bulletin will be updated when the remedy and required parts become available, at which time those vehicles can be repaired, closed, and delivered.

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Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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 Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) 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 CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

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

USA & Canada - General Motors will notify customers of this recall on their vehicle.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

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**