

GENERAL MOTORS
DCS6852
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 10, 2024

Subject: N242437510 - Customer Satisfaction Program
Police Pursuit Package Tires

Models: 2023 – 2024 Chevrolet Silverado LD
Equipped with Police Pursuit Package (RPO 9C1)

General Motors is releasing Customer Satisfaction Program N242437510 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

Customer Satisfaction Program

N242437510 Police Pursuit Package Tires



Release Date: April 2024

Revision: 00

Attention: This program is in effect until May 31, 2026.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado LD	2023	2024	9C1	Police Pursuit Package

Involved vehicles are marked "Open" 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	Certain 2023 and 2024 model year Chevrolet Silverado LD vehicles may have been built with incorrect tires for the police pursuit package.
Correction	Dealers are to replace 4 driving tires and 1 spare tire.

Parts

Quantity	Part Name	Part No.
5	Goodyear Wrangler Trailrunner A/T 275/60R20*	84553816

* The Goodyear Part Number is 741178681 if the tires are being ordered outside of the Electronic Parts Catalog (EPC).

US Dealers:

If you have concerns acquiring replacement tires through your normal process, please call the GM Tire Program at 1-877-728-4737.

Canada Dealers:

If you have concerns acquiring replacement tires through your normal process, please call at 905-442-3126.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107315	Replace all 5 tires (4 Driving Tires, 1 Spare Tire)	1.8	ZFAT	N/A

Service Procedure

1. Replace all 5 tires (4 Driving Tires, 1 Spare Tire). Refer to *Tire Dismounting and Mounting* in SI.



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2. Drill one 13mm hole in the sidewall of the old tires.

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3. Scrap the 5 old tires per your normal tire disposal process.

Dealer Responsibility

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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through May 31, 2026. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program 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 program enters your vehicle inventory or is in your facility for service through May 31, 2026, you must take the steps necessary to be sure the program correction has been made before selling or 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 field action. 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 field action 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 program on their vehicle (see copy of customer letter included with this bulletin).

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

Customer Satisfaction Program

N242437510 Police Pursuit Package Tires



April 2024

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

Dear General Motors Customer:

We have learned that your 2023 - 2024 model year Chevrolet Silverado LD may have been built with incorrect tires for the police pursuit package.

Your satisfaction with your Silverado is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace four driving tires and one spare tire. This service will be performed for you at **no charge until May 31, 2026**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact 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	Text Telephones (TTY)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Silverado provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N242437510