



IMPORTANT SAFETY RECALL

November 2023

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

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 - 2024 model year BrightDrop Zevo 600 vehicles equipped with an optional passenger jump seat. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall N232420460.
- Schedule an appointment with your BrightDrop dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

These vehicles may have been assembled with an incorrect passenger-side upper B-pillar trim panel. An incorrect panel could interfere with proper deployment of the right-side roof-rail airbag ("RRAB") in certain side-impact crashes. In certain side impact crashes in which the RRAB deploys, there is an increased risk of injury to an occupant in the passenger seat.

What will we do?

Your BrightDrop dealer will inspect the right side B-pillar trim and replace if necessary. This service will be performed for you **free of charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 1 hour.

What should you do?

You should contact your BrightDrop dealer to arrange a service appointment as soon as possible.

When scheduling your appointment, confirm with the dealer that they are a BrightDrop certified dealer.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the BrightDrop Customer Assistance Center at 1-888-987-4377.

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 23V683.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto
Vice President
Global Product Safety and Systems

GM Recall: N232420460