

# Safety Recall

## N232420460 B-Pillar Trim May Interfere with Roof Rail Airbag Deployment



**Release Date:** November 2023

**Revision:** 02

**Revision Description:** This bulletin is being revised to add the customer letter. Please discard all copies of N232420460.

**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.

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

This recall can only be completed by BrightDrop dealers or BrightDrop certified repair facilities who have met all BrightDrop specific training, tool and equipment requirements. Repairs must be performed by a technician who has successfully completed the required training.

| Make       | Model    | Model Year |      | RPO | Description |
|------------|----------|------------|------|-----|-------------|
|            |          | From       | To   |     |             |
| BrightDrop | Zevo 600 | 2023       | 2024 |     |             |

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.

|                   |  |
|-------------------|--|
| <b>Condition</b>  | 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. 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 increased risk of injury to an occupant in the passenger seat. |
| <b>Correction</b> | Dealers will inspect the right side B-pillar trim and replace if necessary.  |

### Parts

| Quantity        | Part Name           | Part No. |
|-----------------|---------------------|----------|
| 1 (As Required) | B Pillar Trim Panel | 85016234 |

Please follow normal ordering processes utilizing your BrightDrop Order Analyst. Please contact [support@gobrightdrop.com](mailto:support@gobrightdrop.com) for any parts ordering questions.

### Warranty Information

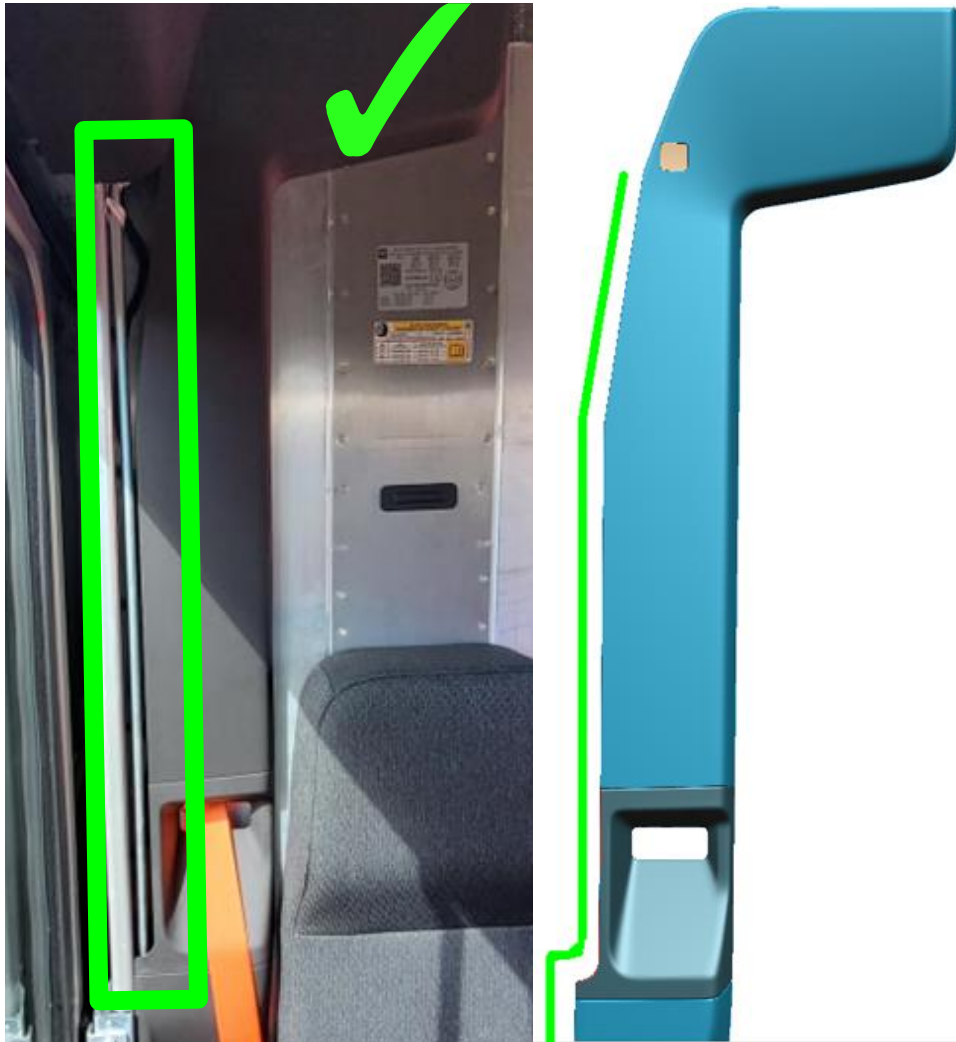
| Labor Operation | Description   | Labor Time | Trans. Type | Net Item |
|-----------------|---|------------|-------------|----------|
| 9107003         | Inspect B Pillar Trim Only – No Further Action Required | 0.2        | ZFAT        | N/A      |
| 9107004         | Replace B Pillar Trim (includes inspection)             | 0.3        | ZFAT        | N/A      |

### 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.

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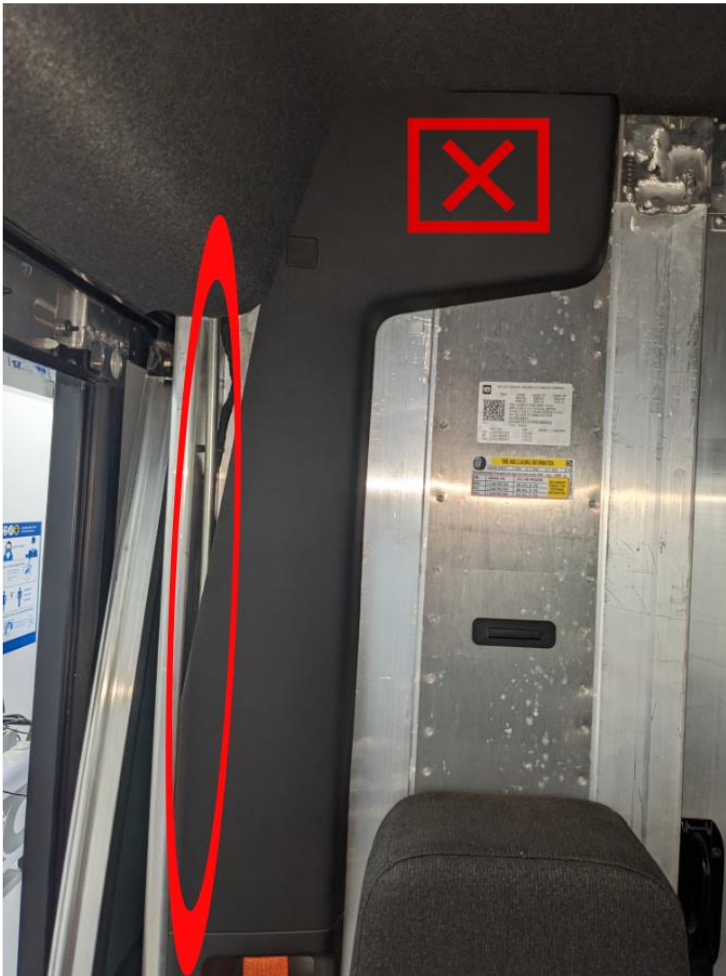
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6463479

## Safety Recall

N232420460 B-Pillar Trim May Interfere with Roof Rail Airbag Deployment



6463480

# Safety Recall

## N232420460 B-Pillar Trim May Interfere with Roof Rail Airbag Deployment



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## Safety Recall

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6463216

1. Inspect the B pillar trim panel on the passenger's side to determine if it is the correct variant per the above pictures.
  - If the B pillar trim panel is diagonally trimmed in the top left corner AND the airbag rail is visible all the way down to the bottom of the seatbelt bezel portion of the trim panel, no further action is required.
  - If the B pillar trim panel has any of the following conditions, replace it. Refer to *Center Pillar Upper Trim Panel Replacement - Right Side* in SI.
    - i. The B pillar trim panel is diagonally trimmed in the upper left portion, but the airbag rail is NOT visible all the way down to the bottom of the seatbelt bezel portion of the panel.
    - ii. The B pillar trim panel not trimmed at all in the upper left portion, and the airbag rail is not visible at all.
    - iii. The B pillar trim panel is diagonally trimmed and the airbag rail is visible, but only to the TOP of the seatbelt bezel portion of the panel.

#### **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

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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 Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, 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 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 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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. 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 recall 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 recall 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.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

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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**

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# 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

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