



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

October 8, 2024

Mr. Tim Cochran  
General Motors, LLC  
29427 Louis Chevrolet Road  
MAIL CODE 480-210-2V  
WARREN, MI 48093

NEF-107DM  
24V-738

**Subject:** Inactive Air Bags May Fail to Deploy

Dear Mr. Cochran:

This letter serves to acknowledge General Motors, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CHEVROLET/SILVERADO 4500HD/2024  
CHEVROLET/SILVERADO 5500HD/2024  
CHEVROLET/SILVERADO 6500HD/2024

**Mfr's Report Date:** October 2, 2024

**NHTSA Campaign Number:** 24V-738

**Components:**

AIR BAGS: AIR BAG/RESTRAINT CONTROL MODULE:SOFTWARE

**Potential Number of Units Affected:** 25

**Problem Description:**

General Motors, LLC (GM) is recalling certain 2024 Chevrolet Silverado Medium Duty 4500HD, 5500HD, 6500HD vehicles. The air bag sensing and diagnostic module (SDM) may not have been activated during installation.

**Consequence:**

Inactive air bags will not deploy in a crash, increasing the risk of injury.

**Remedy:**

A Navistar technician will activate the air bag module, free of charge. Owner notification letters are expected to be mailed November 18, 2024. Owners may contact Chevrolet customer service at 1-800-222-1020, or Navistar Customer Service at 331-332-1590. GM's number for this recall is N24247760.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153) or go to [nhtsa.gov](https://www.nhtsa.gov).



We have received GM's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

General Motors, LLC's contact for this recall will be DeMara Magruder who may be reached by email at [demara.magruder@dot.gov](mailto:demara.magruder@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement