



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

1200 New Jersey Avenue SE
Washington, DC 20590

November 13, 2024

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

NEF-107DM
24V-839

Subject: Incorrect Software in Transmission Control Module

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/EXPRESS/2022-2023
GMC/SAVANA/2022-2023

Mfr's Report Date: November 7, 2024

NHTSA Campaign Number: 24V-839

Components:

POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE:SOFTWARE

Potential Number of Units Affected: 77,824

Problem Description:

General Motors, LLC (GM) is recalling certain 2022-2023 Chevrolet Express and GMC Savana vehicles. Incorrect software in the transmission control module (TCM) may result in harsh shifting, reduced power, unintended deceleration, rear wheel lockup, or cause the vehicle to move in an unintended direction.

Consequence:

Rear wheel lock-up or moving in an unintended direction can increase the risk of a crash.

Remedy:

Dealers will update the transmission control module software calibration, free of charge. Owner notification letters are expected to be mailed December 23, 2024. Owners may contact GM customer service at 1-888-988-7267, Chevrolet customer service at 1-800-222-1020 or GMC customer service at 1-800-462-8782. GM's number for this recall is N242471620.

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 www.nhtsa.gov.

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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. We look forward to working with you.

Sincerely,



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