

Frequently Asked Questions (FAQs) for Safety Recall N242441050 Mobileye Camera Cable Pinched

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety Recall identified above.

Q1) Which vehicles are involved?

A1) Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2020-2024 model year Chevrolet 6500XD/7500XD Low Cab Forward vehicles equipped with Forward Collision Alert and Lane Departure Warning (Mobileye) (RPO Y65).

Q2) What is the issue or condition?

A2) In the affected vehicles, the Mobileye camera cable extends from the centrally mounted windshield camera to the left A-pillar of the vehicle. In some of the subject vehicles, the Mobileye camera cable was installed in a manner that allowed the cable to become damaged either by the dash mounting bolts, the steel dash support bracket or by the dash itself. In the event the camera cable is damaged, the potential exists for the turn signal indicator wire, in the cable, to become grounded to the vehicle cab. If this condition occurs, when using the turn signal(s) or hazard lights, up to 15 amps of unexpected current can flow into this circuit. This will result in a buildup of heat within two diodes in the T-harness located under the left side of the dash. Continued operation of the turn signal(s) or hazard lights results in gradual failure of the diode(s) due to excess current. The diode(s) can become hot enough to ignite the T-harness insulating material, resulting in a fire.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3)

- The activation of the vehicle's hazard lights, when either the left or right turn signal is activated.
- The turn signal or hazard lights will not activate due to a failed F-26 15-amp fuse.
- An error code displayed on the Mobileye display, or no display shown.
- An electrical burning smell.
- Smoke from under the left side of the dash.

Q4) What is the remedy/repair?

A4) Dealers will be required to inspect the Mobileye camera cable. If the cable is undamaged, the dealer will reroute the cable to a revised location within the dash that does not contain any potential pinch or bolt damage points. If the turn signal indicator wire within the cable is damaged, the dealer will remove and replace the Mobileye camera cable and T-harness, then reroute the cable to the revised location.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) If the turn signal indicator wire in the Mobileye camera cable is grounded, one or more of the following events could occur – in each case, increasing the risk of a fire or crash:

- The hazard lights may illuminate when the driver applies either the left or right turn signal.
- The turn signals and hazard lights may not function when the driver applies them.

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- The Mobileye system may cease to function and display an error code, or no longer provide the driver with any collision avoidance information on the display.
- Smoke or fire may occur under the left side of the dash.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at **no cost** to the customer.

Q7) Is the remedy/repair available now?

A7) No, when a remedy is available and/or sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://experience.gm.com/ownercenter/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is not applicable to Medium Duty vehicles. Towing is covered to the nearest Chevrolet Medium Duty dealer if your vehicle cannot be driven because of a warrantied defect. Please refer to Warranty Administration Bulletin #07-00-89-037: Warranty Administration – GM Courtesy Transportation and Roadside Assistance Programs for further information.