

Reference Number: GCUS-3-3161

Stop Delivery Order for Safety Recall N242441050 - Mobileye Camera Cable Pinched

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6807

URGENT - DISTRIBUTE IMMEDIATELY

Date: February 28, 2024

Subject: Stop Delivery Order for Safety Recall N242441050

Mobileye Camera Cable Pinched

Models: 2020-2024 Chevrolet 6500XD/7500XD Low Cab Forward (LCF)

Equipped with Forward Collision Alert and Lane Departure Warning (Mobileye) (RPO Y65)

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2020-2024 model year Chevrolet Low Cab Forward vehicles in new or used vehicle inventory. Isuzu Motors Limited, the manufacturer of these vehicles, has notified the National Highway Traffic Safety Administration (NHTSA) about a safety recall that involves these vehicles. The GM recall number is N242441050.

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 until the defect is remedied.

Isuzu Motors Limited, the manufacturer of these vehicles, has determined a defect, which relates to motor vehicle safety, exists in certain 2020-2024 model year Chevrolet Low Cab Forward vehicles equipped with forward collision alert and lane departure warning. 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.

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.
- 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.

Parts are not currently available, but when parts are available, 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.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this recall. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. To identify involved vehicles in dealer used inventory, run an Open VIN Report or Field Action Initiation Report using Field Action Reports-GFAM within the Maxis Dealer Application in GlobalConnect.

Frequently Asked Questions Document (FAQs)

Attached to this message you will find a document that addresses the most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "02/28/2024" under Release Date and "Incomplete – Remedy Not Available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity of parts are available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE

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