

Reference Number: GCUS-3-3393

Stop Delivery Order for Safety Recall N242477760 - Airbag Module Not Activated

GENERAL MOTORS

DCS7042

URGENT - DISTRIBUTE IMMEDIATELY

Date: October 2, 2024

Subject: Stop Delivery Order for Safety Recall N242477760

Airbag Module Not Activated

Models: 2024 Chevrolet Silverado 4500 HD/5500 HD/6500 HD

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2024 model year 2024 Chevrolet Silverado 4500 HD/5500 HD/6500 HD vehicles in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about a safety recall that involves these vehicles. The GM recall number is N242477760.

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.

Navistar, the manufacturer of these vehicles, has determined that the airbag sensing and diagnostic module (SDM) was left in "manufacturing mode" and not activated at the assembly plant prior to shipment. If the SDM is in manufacturing mode, the vehicle's airbags will not deploy in a crash, increasing the risk of occupant injury.

A Navistar technician will set the SDM to the correct mode so that airbags and other related functions will perform as designed.

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 "10/02/2024" 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 to finalize the remedy as quickly as possible. When the remedy is available, the recall bulletin will be released, and dealers can begin repairing vehicles.

END OF MESSAGE