



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2024 model year Chevrolet Silverado 4500 HD/5500 HD/6500 HD vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

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| <p>I M P O R T A N T</p> <ul style="list-style-type: none"> • Your vehicle is involved in GM recall N242477760. • Schedule an appointment with your GM dealer. • This service will be performed for you at no charge. |
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Why is your vehicle being recalled?

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.

What will we do?

A Navistar technician will set the SDM to the correct mode so that airbags and other related functions will perform as designed. This service will be performed for you at **no charge**. Because of service scheduling requirements, your dealer will advise of the time needed to complete this repair.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

When scheduling your appointment, confirm with the dealer that they service Medium Duty Trucks.

Do you have questions?

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

| Division | Number |
|-----------------------|----------------|
| Chevrolet | 1-800-222-1020 |
| Puerto Rico – English | 1-866-467-9700 |
| Puerto Rico – Español | 1-866-467-9700 |
| Virgin Islands | 1-866-467-9700 |

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 24V738.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto
Vice President
Global Product Safety and Systems