

# Safety Recall

## N242441050 Mobileye Camera Cable Pinched



**Release Date:** March 2024

**Revision:** 00

**Attention:** 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 under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery February 28, 2024. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

**ONLY Chevrolet Medium Duty dealers can complete this recall repair.**

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	6500 XD/7500 XD Low Cab Forward	2020	2024	Y65	Forward Collision Alert and Lane Departure Warning (Mobileye)

Involved vehicles are marked "Open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2020-2024 model year Chevrolet 6500 XD/7500 XD Low Cab Forward vehicles equipped with Forward Collision Alert and Lane Departure Warning (Mobileye) (RPO Y65). In the affected vehicles, the wiring for the Mobileye camera may have been routed incorrectly. As a result, the wiring could become damaged by contact with dash components and could overheat and melt. If this happens, the turn signals and hazard lights may not work properly, and the Mobileye collision avoidance information would not be displayed, increasing the risk of a crash. In addition, wiring that overheats and melts increases the risk of a fire.
<b>Correction</b>	Dealers will inspect the wiring for the damaged condition. If no problem is found, the wiring will be rerouted to remove the risk of future damage. If the wiring is damaged, it will be replaced and routed to remove the risk of future damage.

### Parts

If the Inspection Procedure below directs the technician to replace parts, email Isuzu at [lcta.warranty@lcta-us.com](mailto:lcta.warranty@lcta-us.com). Isuzu will provide parts for the completion of this repair.

Include in your email your contact information, the vehicle's VIN, a photo of the harness damage, as well as the inspection step number which determined the harness was damaged and a brief explanation of the damage. Also include any special shipping instructions (I.E. address change or attention person).

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### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107295	Inspection and Cable Rerouting	1.5	ZFAT	N/A
9107296	Inspection, Cable Rerouting, and Harness Replacement	1.9	ZFAT	*
9107297	Customer Reimbursement Approved - For USA dealers only	N/A	ZFAT	**
9107298	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***
9107299	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	****
9107300	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	*****

Note: To avoid having to “H” route the customer reimbursement / floor plan / WCAP transaction for approval, it must be submitted prior to the repair transaction.

- \* Add \$41.00 for Mobileye Harness parts markup reimbursement when the harness must be replaced.
- \*\* For USA: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD administrative allowance in Net/Admin Allowance.
- \*\*\* Submit \$10.00 USD administrative allowance in Net/Admin Allowance.

### Floor Plan Reimbursement – NEW INVENTORY ONLY

\*\*\*\* **USA Dealers Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (February 28, 2024) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 33 days).

Vehicle	Floor Plan Reimbursement Amount
	USA
2020 Chevrolet 6500 XD/7500 XD Low Cab Forward	N/A
2021 Chevrolet 6500 XD/7500 XD Low Cab Forward	N/A
2022 Chevrolet 6500 XD/7500 XD Low Cab Forward	\$25.77
2023 Chevrolet 6500 XD/7500 XD Low Cab Forward	\$28.57
2024 Chevrolet 6500 XD/7500 XD Low Cab Forward	\$29.34

### Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

**Note: USA Only** - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

**Important: The WCAP ZSET transaction labor code, 9800129, provided in the dealer message sent on March 14, 2024, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.**

\*\*\*\*\* **USA Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (February 28, 2024) to the date the inspection or repair closed the recall bulletin (not to exceed 33 days).

Vehicle	Working Capital Assistance Program Reimbursement Amount
	USA
2020 Chevrolet 6500 XD/7500 XD Low Cab Forward	\$29.46
2021 Chevrolet 6500 XD/7500 XD Low Cab Forward	\$32.50
2022 Chevrolet 6500 XD/7500 XD Low Cab Forward	\$35.54
2023 Chevrolet 6500 XD/7500 XD Low Cab Forward	\$55.04
2024 Chevrolet 6500 XD/7500 XD Low Cab Forward	\$46.54

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### Service Procedure

#### INSPECTION PROCEDURE



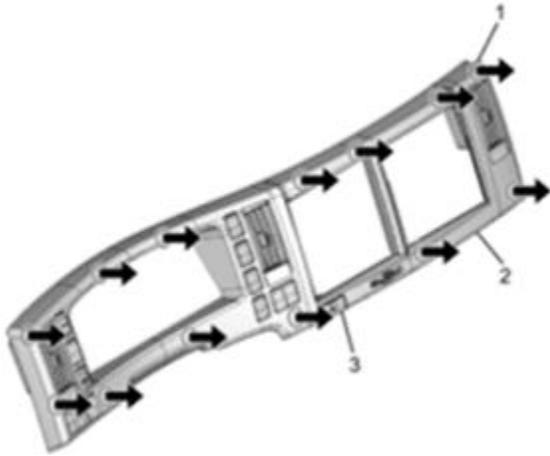
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1. With the Engine Control Switch turned to the “ON” position, engine “OFF”, move the turn signal lever to the left turn or right turn position and confirm that each indicator on the instrument panel cluster operates properly. Confirm that the light on the Mobileye camera (1 for Mobileye 6, 2 for Mobileye 8) is on and no codes are present in the EyeWatch display (3).
  - a. If one or both of the turn signal indicators do not function properly (e.g. both indicators flash simultaneously), the camera cable must be replaced. Refer to the Parts Information section above for more information.
  - b. If no problem was found, continue to the next step.
2. Turn the Engine Control Switch to the “Lock” position, wait at least three minutes and then disconnect the negative battery cable.

**IMPORTANT: The ECM may malfunction if the battery is disconnected within 3 minutes of turning the Engine Control Switch off.**

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3. Remove the meter cluster bezel from the instrument panel by pulling forward and disconnecting the switches.



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4. Remove the driver side instrument side cover.

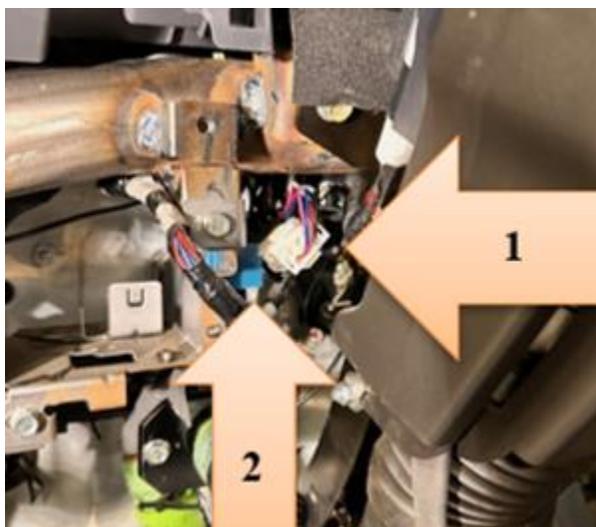
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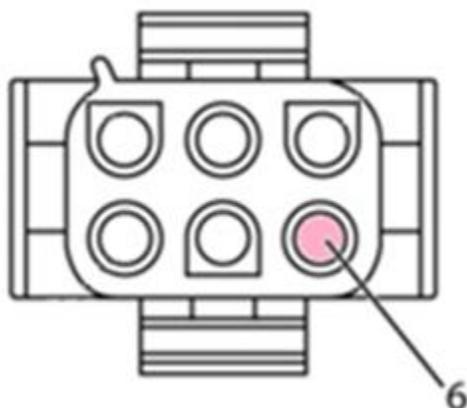
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5. Remove the two (2) 10mm bolts and remove the knee bracket.



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6. Disconnect connector MH-2 (1) located near and slightly above the B-216 Flasher Module (2).



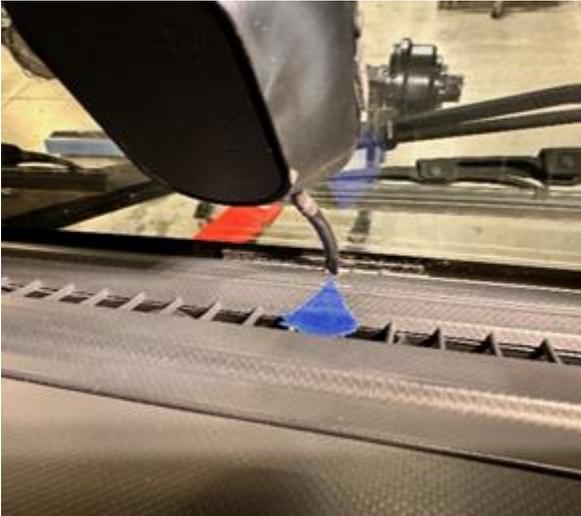
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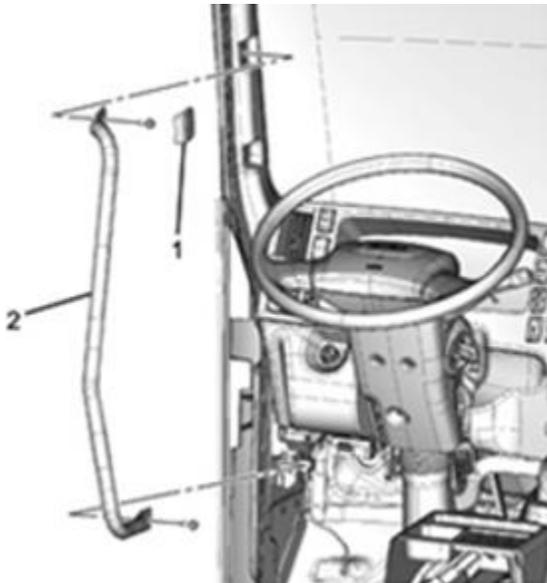


7. Using an ohm meter, test for continuity between the male end of connector MH-2 Pin 6 (pink wire) and body ground.
  - a. If the wire has continuity to ground, the camera cable must be replaced. See the Parts Information section above for more information.
  - b. If the wire has no continuity to ground, reconnect connector MH-2 and go to Step 8.



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8. Using one (1) inch of masking tape, mark the location near the center of the instrument panel where the Mobileye camera cable goes under the instrument panel.

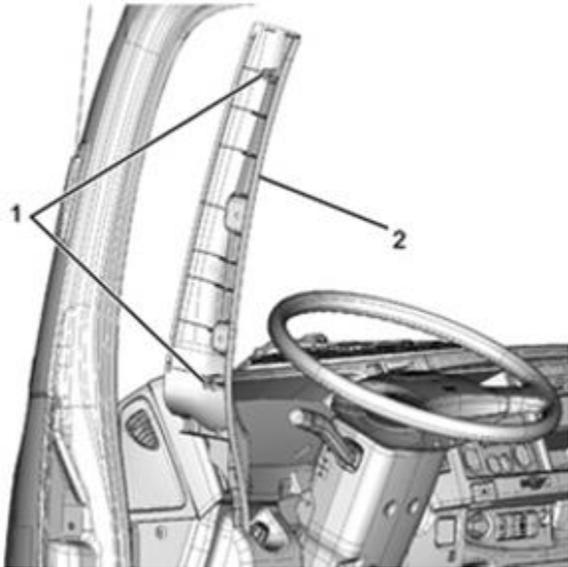


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9. Open the assist handle upper cover using a flathead screwdriver and remove the upper bolt. Then remove the lower bolt of the assist handle and remove the assist handle from the front pillar.

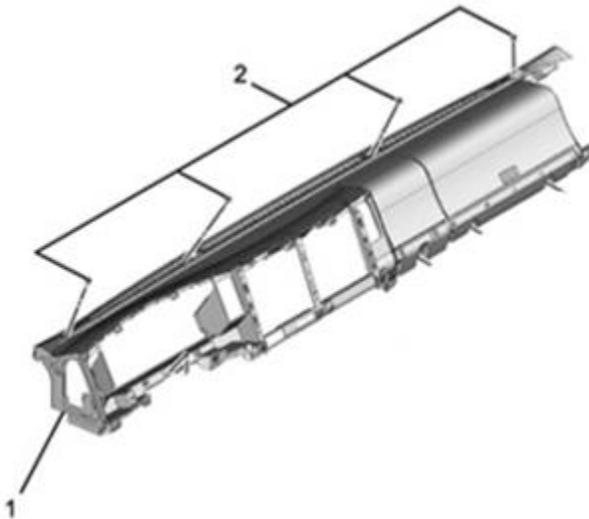
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10. Pull the front door weatherstrip away from the front pillar trim cover. Then pull the front pillar trim cover up and remove it from the front pillar.



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11. Remove the four (4) instrument panel (IP) mounting bolts (2) from the IP (1).

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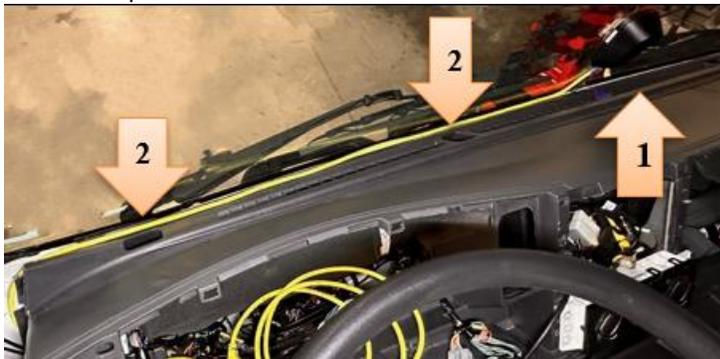
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12. Remove the one nut (location circled, nut not shown) from the IP.



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13. Pull back on the IP and remove the Mobileye camera cable (yellow cable indicated by arrows) from behind the instrument panel.



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14. Inspect the cable in the two (2) areas nearest the IP mounting bolt locations indicated by arrows marked (1).

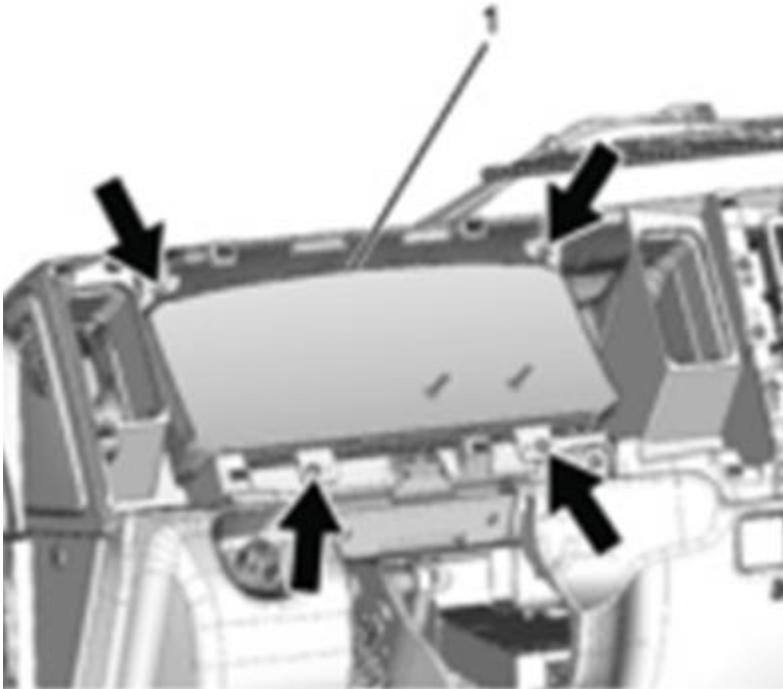
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15. Is the Mobileye camera cable damaged?
  - a. If Yes (insulation is cut or crushed or wires are visible), the Mobileye camera cable is damaged and must be replaced. Take a photo of the damaged section of the cable and refer to the Parts Information section above for further information.
  - b. If No, continue to the next step to reroute the camera cable.

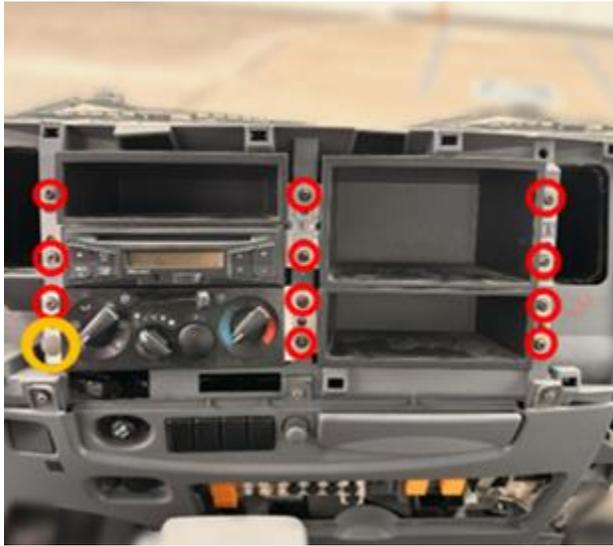


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16. Remove the instrument panel cluster from the instrument panel. Remove four (4) T25 screws (arrows) and disconnect one (1) connector.

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17. Remove the eleven (11) T25 screws securing the cluster compartments, radio and A/C control panel and the one (1) clip for the A/C control panel. Remove the cluster compartments and Radio. Do not remove A/C Control panel. If the vehicle is equipped with an aftermarket radio, follow the radio manufacturer's instructions for removal.



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18. Remove the two (2) clips shown in Figure 22 from the instrument panel.

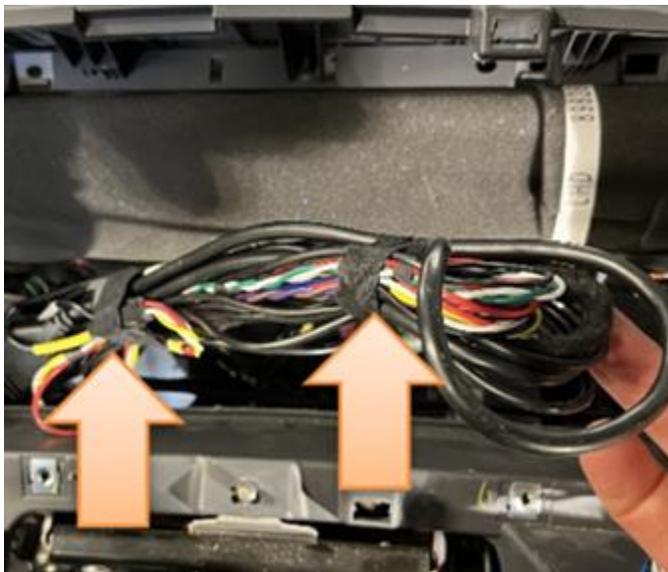
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19. Cut the two (2) zip ties that are securing the Mobileye System harnesses behind the meter cluster.



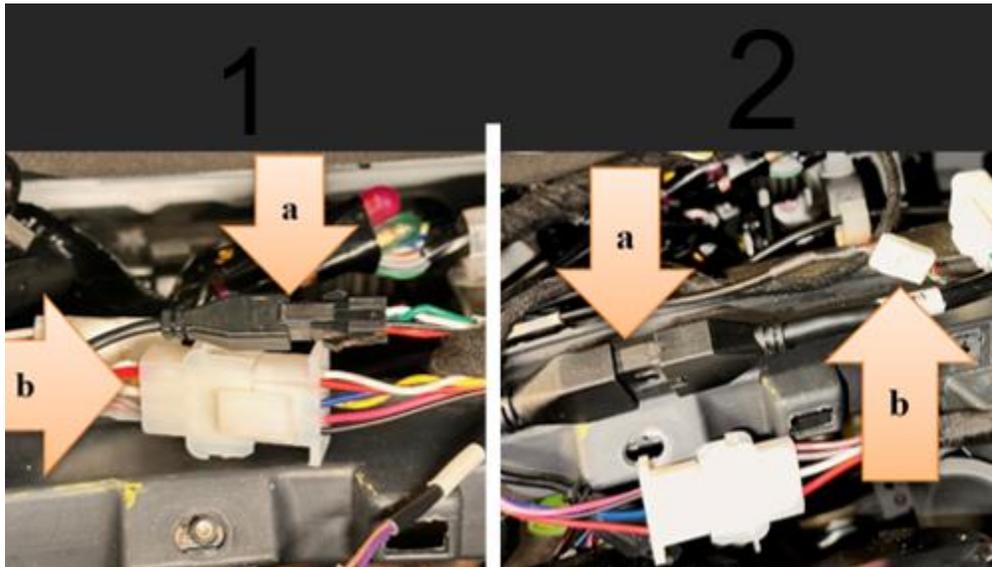
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20. Unwrap and discard the tape around the harnesses and separate the camera cable from the other wires.

**Note:** Pay close attention to how the Mobileye harness is bundled together. You will need to secure these harnesses in the same manner later in this procedure.

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21. Disconnect the camera cable connections. **For Mobileye 6**, connector MH-2 and the EyeWatch connector MB-3. **For Mobileye 8**, 14 pin (Black) connector and optional GPS connector.

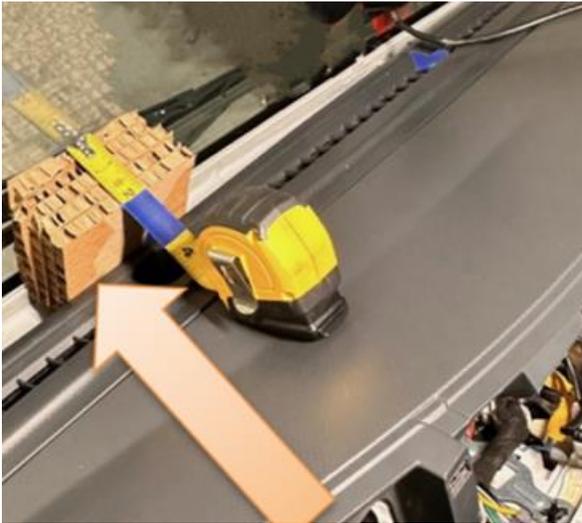


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22. Pull out the entire camera cable from its current routing and lay it on top of the IP to the right of the tape mark placed in Step 8.

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23. Pull the IP away from the windshield to create a 2" gap between the IP and the windshield as shown in Figure 28. Place a piece of wood, cardboard or rubber block (e.g. rubber mallet head) directly inline from the driver's right HVAC vent to maintain this gap.



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**IMPORTANT: Do not place too much pressure on the windshield! Doing so may result in a broken windshield!**

24. Use a piece of cardboard or something similar to protect the windshield and camera.

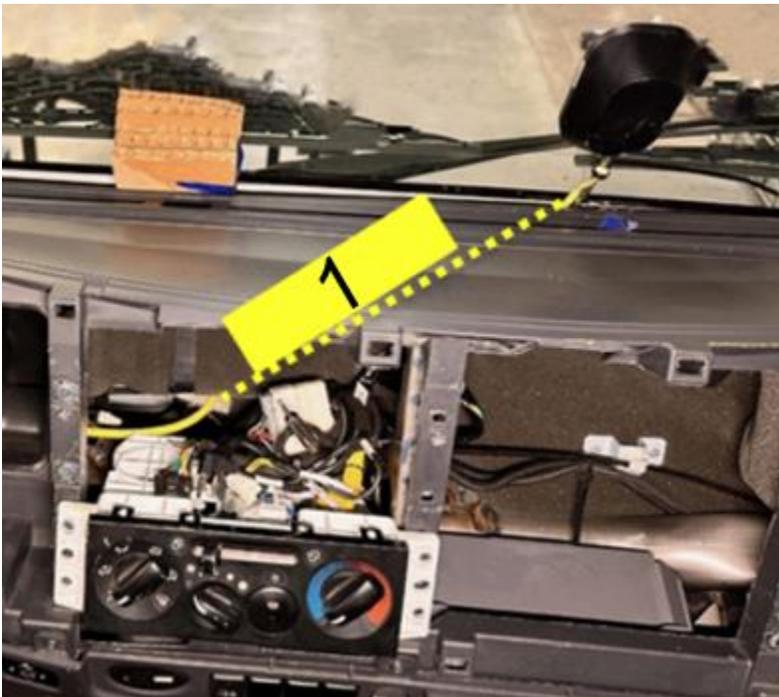
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25. Using a rotary cutting tool or rat tail file, create a notch (relief) in the IP at the location previously marked in Step 8 where the camera cable will pass between the IP and the windshield. The notch should be at least one-quarter (1/4) inch in depth and in diameter.

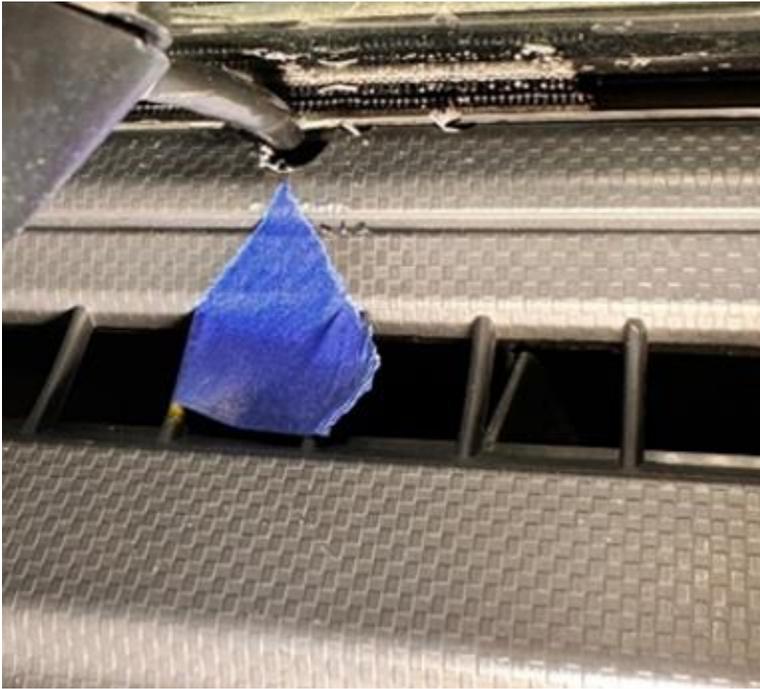


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26. Route the camera cable down, behind and under the IP and HVAC duct towards the radio opening. Pull out the cup holder for additional access. Grab the end of the camera cable and pull out the remaining length of the cable. Loosely route the cable from the radio opening into the area behind the instrument panel cluster. (Dashed line [1] shows routing behind IP)

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27. Remove the block or item used to maintain the gap between the IP and the windshield and set the IP back into place. Make sure that the camera cable is routed through the new notch in the IP.



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28. Install two (2) zip ties to secure the camera cable behind the A/C control panel. If needed, pull out the cup holder for additional access.

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29. Bundle the Mobileye harnesses back together and secure them with electrical tape in the two locations shown in.

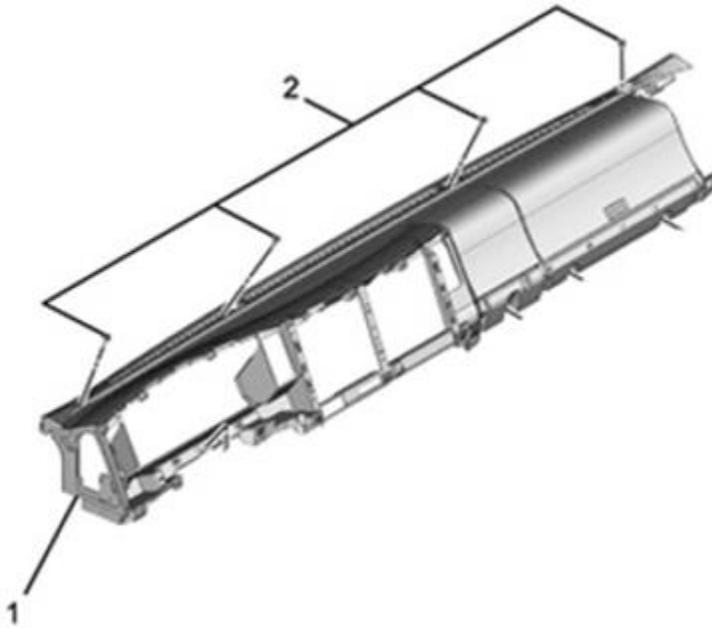


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30. Secure the bundled Mobileye harnesses to the IP harness using three (3) zip ties.

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31. Install the four (4) IP mounting bolts removed in step 11. Ensure the camera cable is routed through the new notch in the IP. **Torque the bolts to: 4.0 N•m (35 lb•in)**

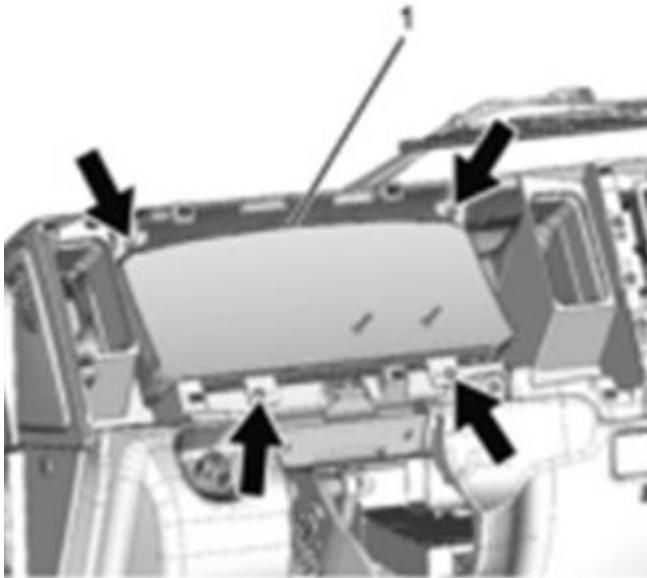


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32. Install on the IP the one (1) nut removed in Step 12 and the two (2) clips removed in Step 18. **Torque the nut to: 4.0 N•m (35 lb•in)**

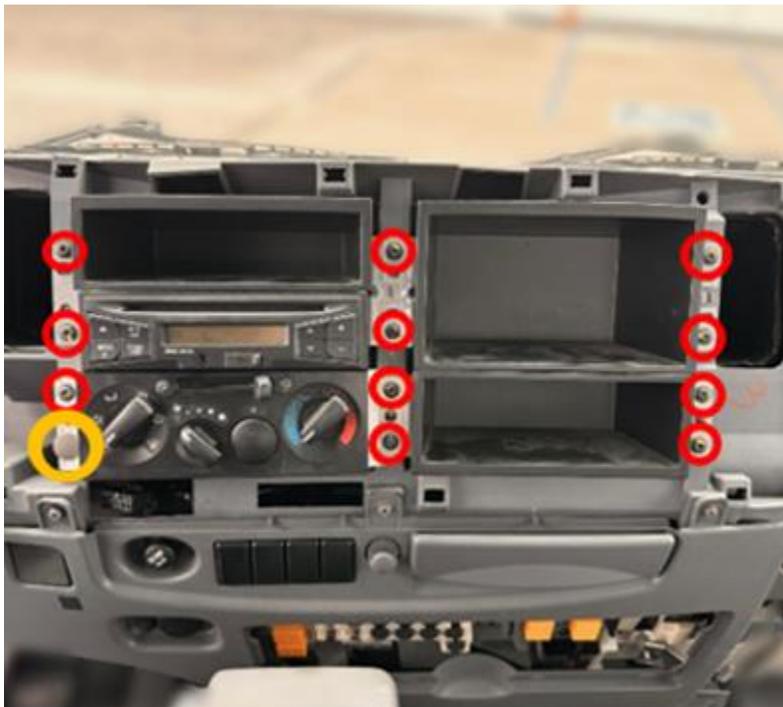
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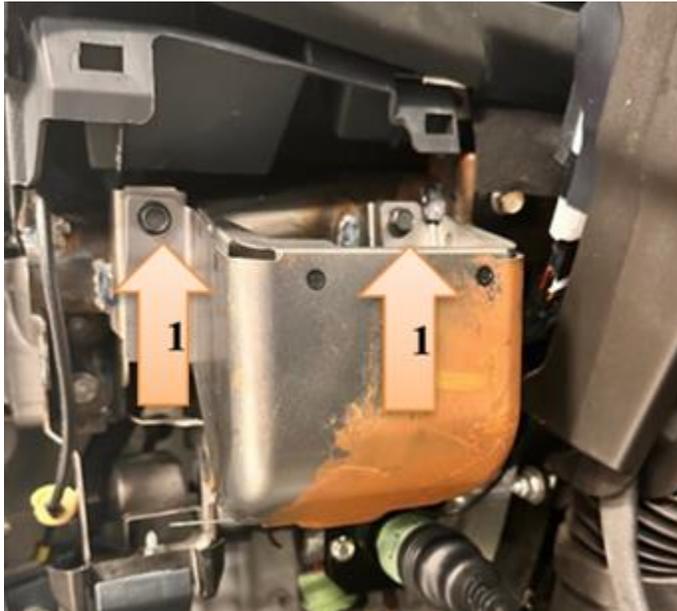
33. Reconnect the instrument panel cluster connector, then install the cluster in the IP and install the four (4) T25 screws removed in Step 16.



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34. Install the cluster compartments, radio and A/C control panel removed in Step 17 (eleven (11) T25 screws and one (1) clip for the A/C control panel). If the vehicle is equipped with an aftermarket radio, follow the manufacturer's instructions for installing the radio. **Torque the screws to: 2.9 N•m (26 lb•in)**

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35. Install the knee bracket and torque the two (2) 10mm bolts removed in Step 5. **Torque Specification 4.0 N•m (35 lb•in)**

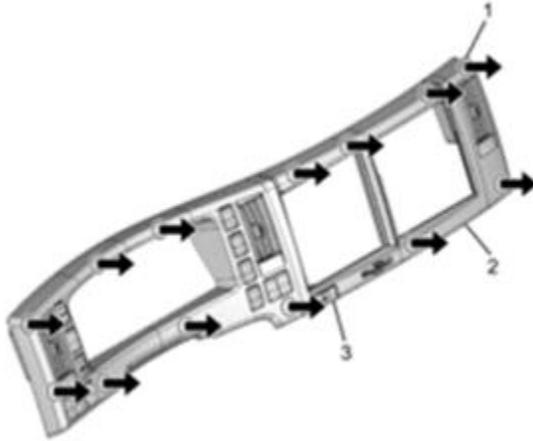


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36. Install the driver side instrument side cover removed in Step 4.

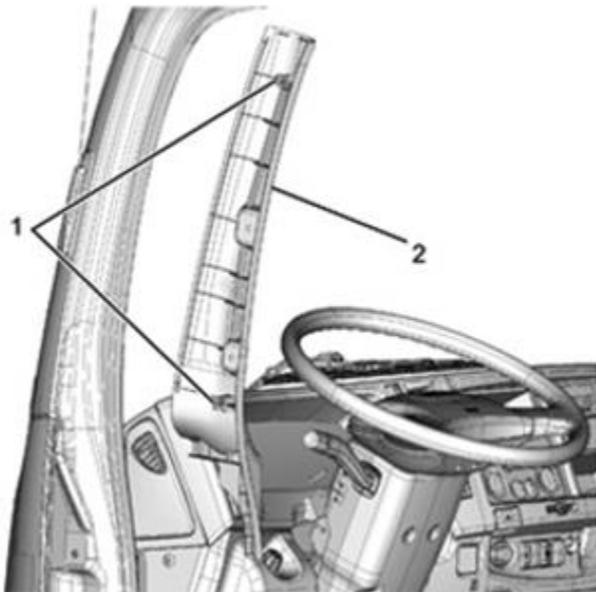
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37. Place the meter cluster bezel onto the IP and be sure to connect all switches. Press the meter cluster bezel back into place.

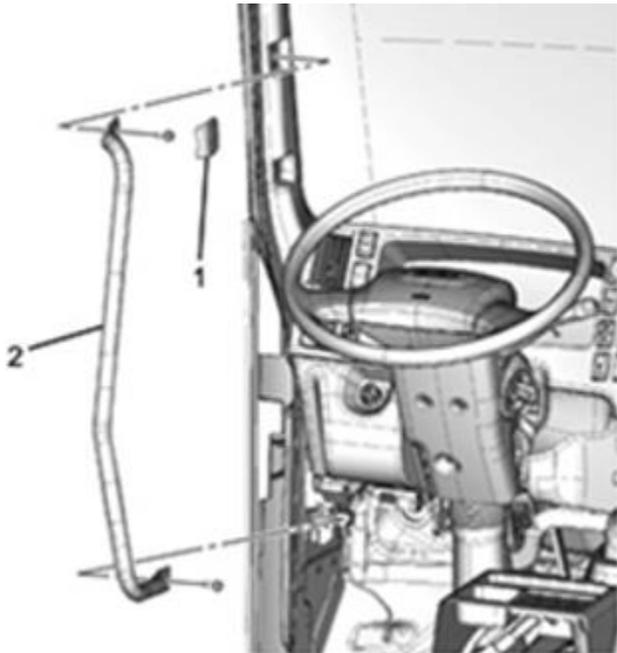


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38. Install the front pillar trim cover and reinstall the front door weatherstrip.

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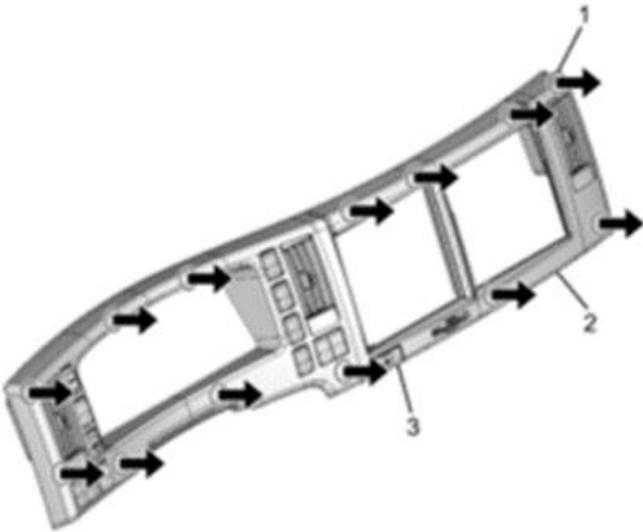
39. Install the assist handle to the front pillar. Torque the mounting bolts. **Torque Specification: 19 N•m (14 lb•ft)**
40. Connect the negative battery cable.
41. Turn the Engine Control Switch to the “ON” position.
42. Press the (+) button on the Mobileye EyeWatch display until it beeps, continue to hold the (+) button and press the (-) button on the display for ~2 seconds until the red gear appears. (See Figure 45.)
43. When the red gear appears, press (+), When the green connectors appear, press (M). Move the turn signal lever to turn left, and then to turn right, verify double arrows appear on the display each time as shown. (See Figure 43.)
  - a. If either turn signal does not operate correctly, check wiring to ensure all connections are fully seated.
  - b. After confirming both turn signals operate correctly (i.e., the double arrows appeared in the EyeWatch display), turn the Engine Control Switch off.

#### NEW HARNESS INSTALLATION PROCEDURE

44. Turn the Engine Control Switch to the “Lock” position, wait at least three minutes and then disconnect the negative battery cable.

**IMPORTANT: The ECM may malfunction if the battery is disconnected within 3 minutes of turning the Engine Control Switch off.**

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45. Remove the meter cluster bezel from the instrument panel by pulling forward and disconnecting the switches.



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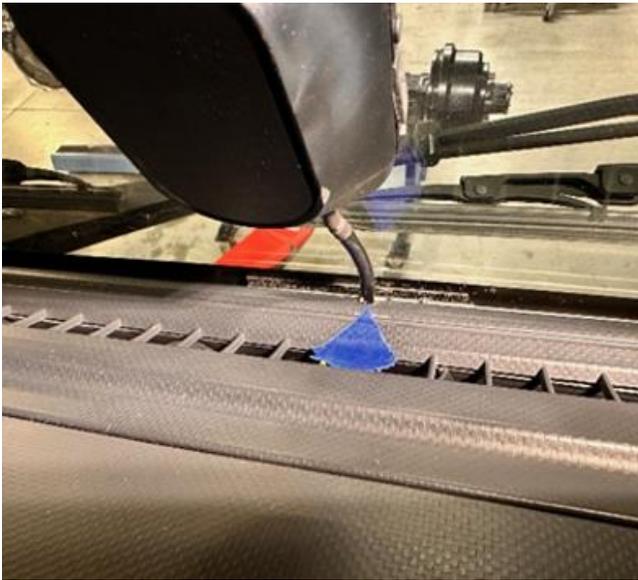
46. Remove the driver side instrument side cover.

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47. Remove the two (2) 10mm bolts and remove the knee bracket.

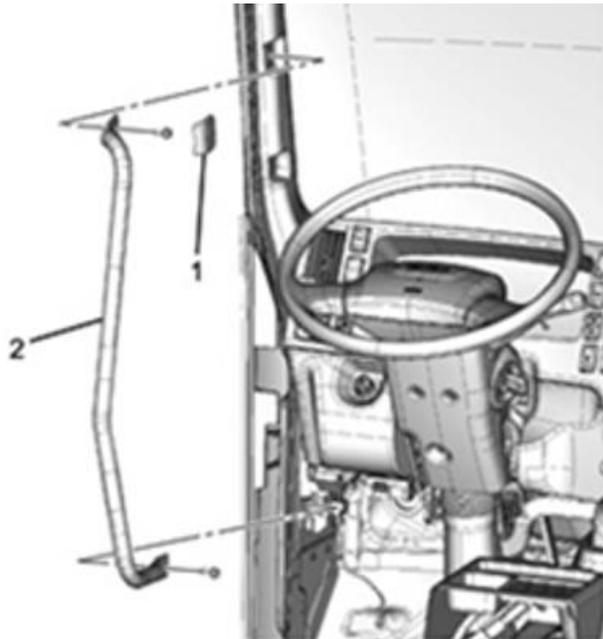


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48. Using one (1) inch of masking tape, mark the location near the center of the instrument panel where the Mobileye camera cable goes under the instrument panel.

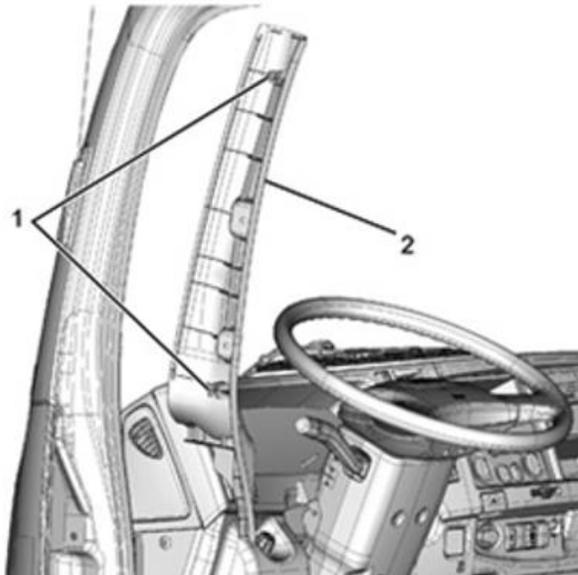
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49. Open the assist handle upper cover using a flathead screwdriver and remove the upper bolt. Then remove the lower bolt of the assist handle and remove the assist handle from the front pillar.

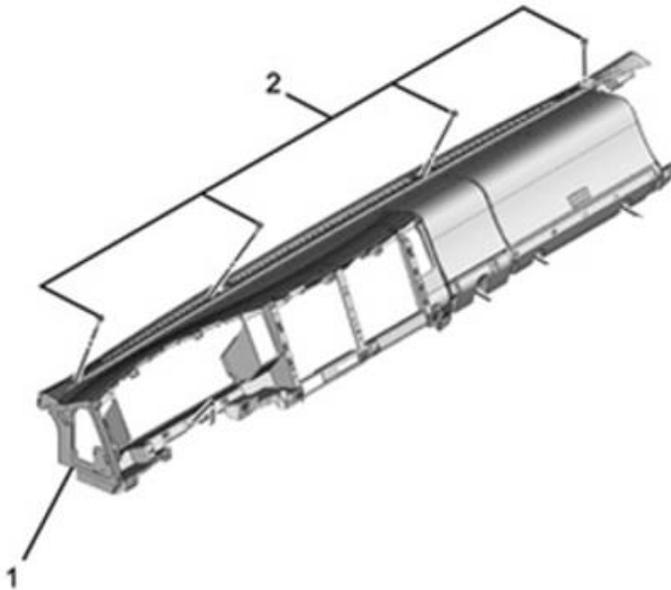


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50. Pull the front door weatherstrip away from the front pillar trim cover. Then pull the front pillar trim cover up and remove it from the front pillar.

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51. Remove the four (4) instrument panel (IP) mounting bolts (2, above).

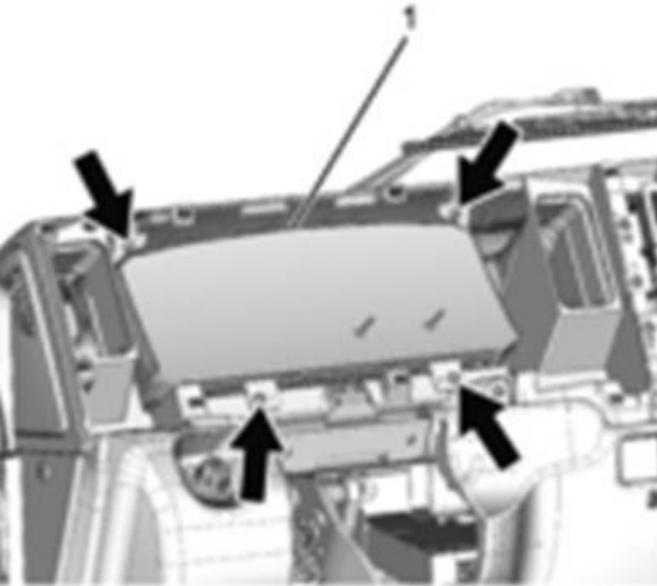


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52. Remove the one (1) nut from the IP.

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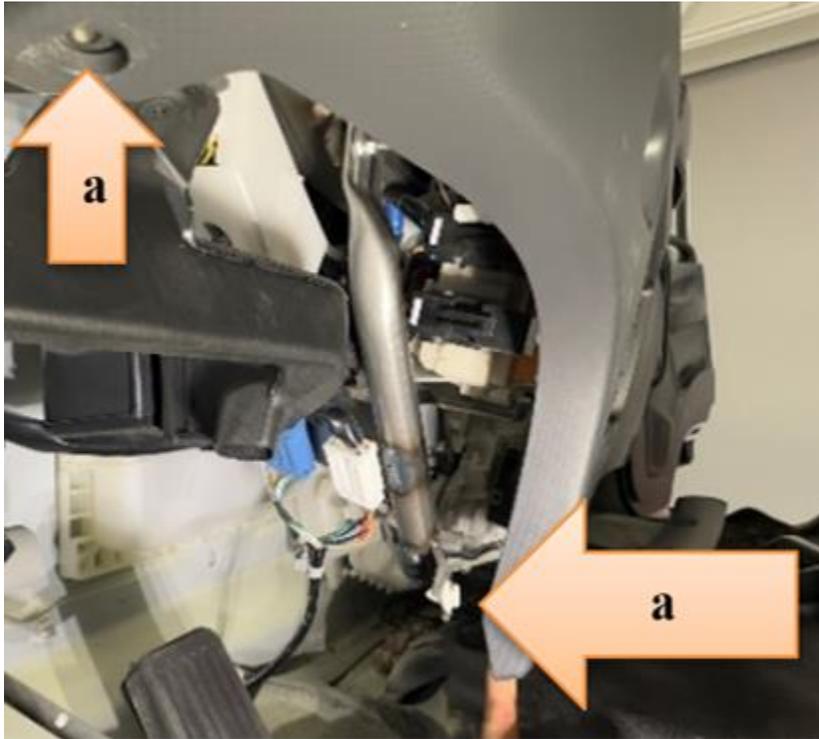
53. Remove the instrument panel cluster from the instrument panel. Remove four (4) T-25 screws (arrows) and disconnect one (1) connector.



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54. Remove the eleven (11) T25 screws securing the cluster compartments, radio and A/C control panel and the one (1) clip for the A/C control panel. Remove the cluster compartments and radio. Do not remove the A/C Control panel. If the vehicle is equipped with an aftermarket radio, follow the manufacturer's instructions for removal.

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55. Remove the two (2) clips shown in from the instrument panel.



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56. Cut the two (2) zip ties that are securing the Mobileye System harnesses behind the meter cluster.

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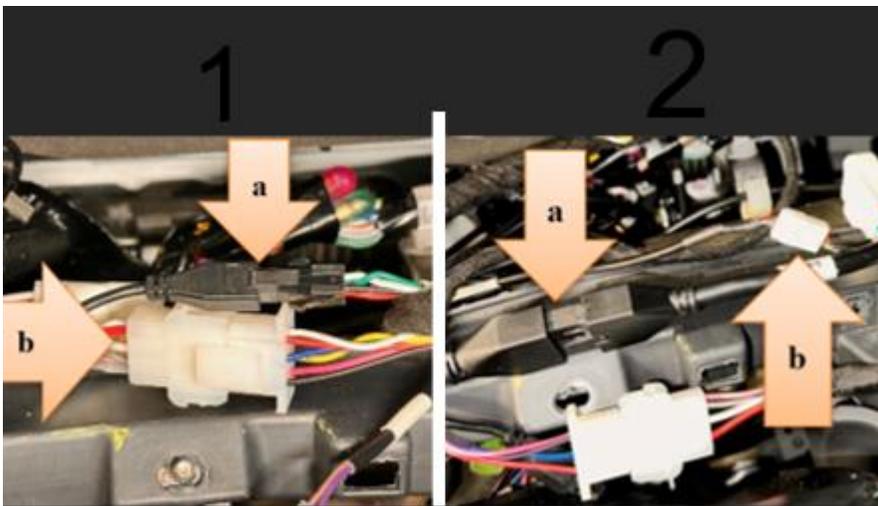
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57. Unwrap and discard the tape, around the harnesses and, separate the Mobileye harnesses from the other wires.

**Note: Pay close attention to how the Mobileye harness is bundled together. You will need to secure these harnesses in the same manner later in this procedure.**



58. Disconnect the camera cable. **For Mobileye 6**, connector MH-2 and the EyeWatch connector MB-3. (See 1.) **For Mobileye 8**, 14 pin (Black) connector and optional GPS connector. (See 2.)

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59. Pull out the entire camera cable from its current routing and lay it on top of the IP to the right of the tape mark placed in Step 49.

**IMPORTANT: Place a towel or cloth below the camera before removing the camera. The screws are very small and can be easily lost, if dropped.**

60. Place a clean towel or tray on the IP, below the camera, to catch any screws that may be dropped during this process.

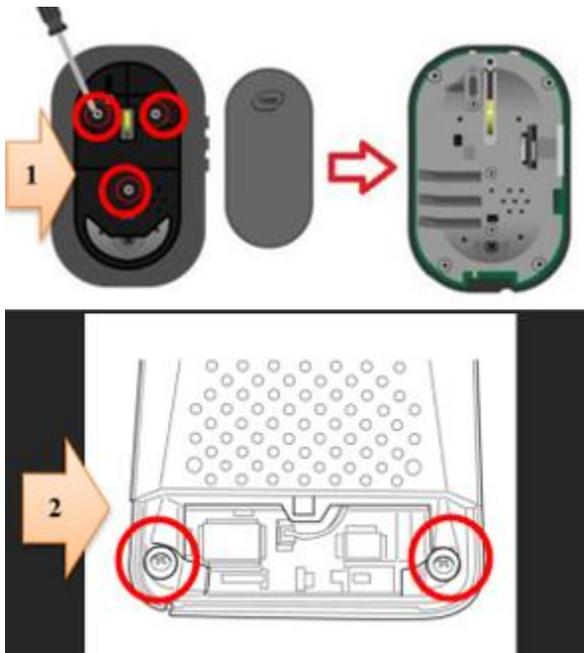
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61. **For Mobileye 8**, use a small flat screwdriver, to pop out the oval cover of the camera. If equipped with Mobileye 6, use a small flat tip screwdriver to remove the rectangular cover of the camera.



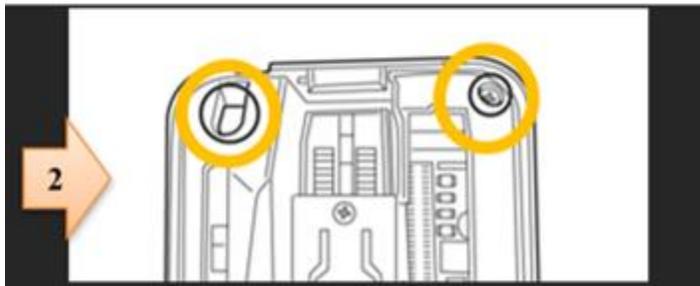
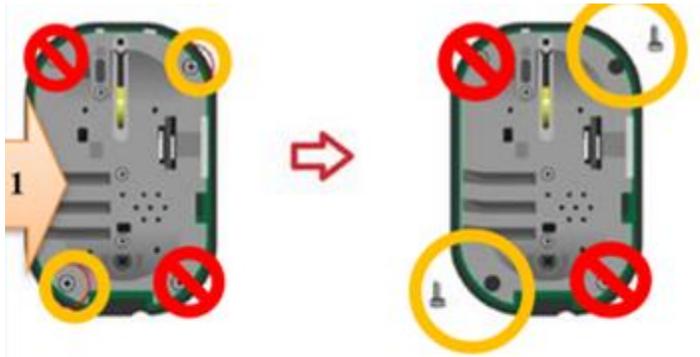
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**IMPORTANT: Be sure to use a Philips screwdriver that has the correct size tip and is small enough to align straight into the screw. Incorrect size or poor alignment can damage the screw.**

62. Using a small Philips screwdriver: **for Mobileye 8**, remove the three (3) camera cover screws; and **for Mobileye 6**, remove the two (2) lower screws.

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**IMPORTANT: Do not unscrew the upper left and lower right screws of the Mobileye 8 camera. This will void the warranty!**

63. Using a small Philips screwdriver, remove the two (2) camera mounting screws (top right/bottom left on Mobileye 8 [top picture] or top two screws on Mobileye 6 [bottom picture]) shown above.



**Note: Pay attention to the camera/cable connection and note the position in which the cable is connected.**

64. Gently remove the camera chassis from the camera frame (the frame is taped to the windshield, Mobileye 8 on top, Mobileye 6 on bottom).

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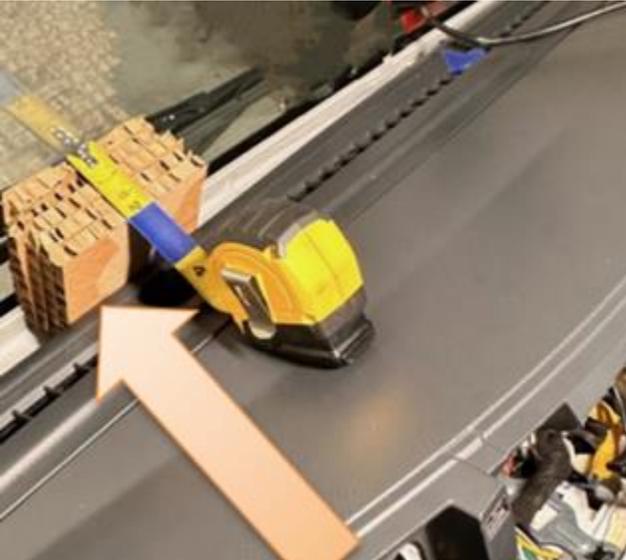
### N242441050 Mobileye Camera Cable Pinched



**IMPORTANT: Do not attempt to remove the camera frame from the windshield. Removing the frame from the windshield is NOT an approved repair for the Isuzu dealer.**

**Note: Be sure the rubber buttons located in the camera frames of both Mobileye 6 and 8 do not fall out.**

65. Place the camera and cable assembly on a clean workbench or table. Ensure that the camera chassis and lens cannot (and do not) get dirty.



6584495

66. Pull the IP away from the windshield to create a 2" gap between the IP and the windshield as shown in Figure 67. Place a piece of wood, cardboard or rubber block (e.g. rubber mallet head) directly inline from the driver's right HVAC vent to maintain this gap.



6584496

67. Use a piece of cardboard or something similar to protect the windshield.

## Safety Recall

### N242441050 Mobileye Camera Cable Pinched



6584497

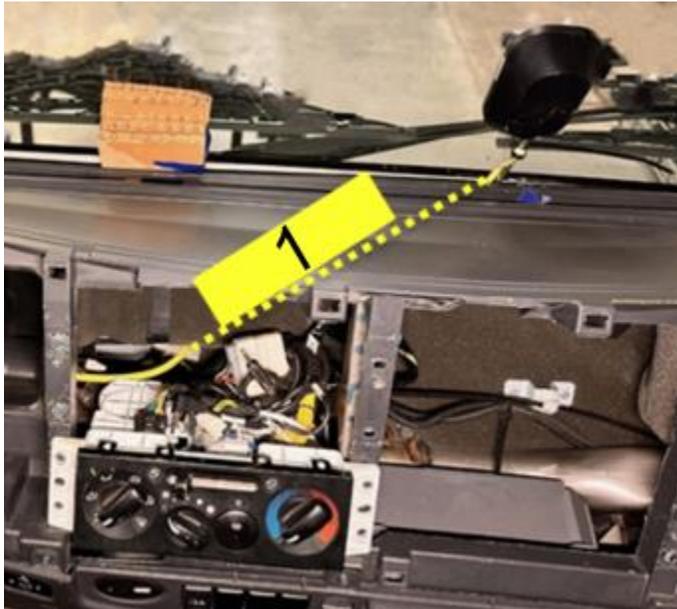
68. Using a rotary cutting tool or rat tail file, create a notch (relief) in the IP at the location previously marked by tape in Step 49 where the camera harness will pass between the IP and the windshield. The notch should be at least one-quarter (1/4) inch in depth and in diameter.
69. Carefully disconnect the old camera cable from the camera and install the new camera cable into the camera at the same connection location.
70. Install the camera with new cable attached onto the camera frame.

**Note: Be sure the rubber buttons located in the camera frame are positioned properly when installing the camera chassis.**

71. Install and tighten the two (2) camera mounting screws removed in Step 64 to attach the camera chassis to the camera frame.
72. **For Mobileye 8**, install and tighten the three (3) screws for the main back cover removed in Step 63. If equipped with Mobileye 6 install and tighten the two (2) lower screws.
73. **For Mobileye 8**, re-install the oval cover onto the back of the Mobileye camera. If equipped with **Mobileye 6**, re-install the rectangular cover.

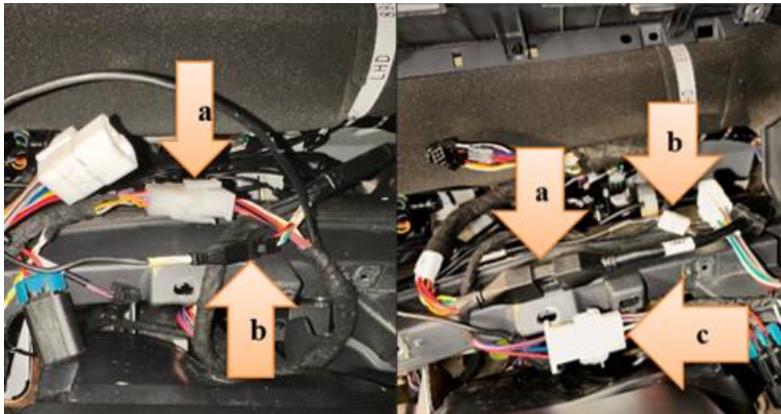
# Safety Recall

## N242441050 Mobileye Camera Cable Pinched



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74. Route the new camera cable down, behind and under the instrument panel and HVAC duct toward the radio opening. If necessary, pull out the cup holder for more access. Grab the end of the camera cable and pull out the remaining length of cable. Loosely route the cable from the radio opening into the area behind the instrument panel cluster.
75. Connect the new harnesses to the camera cable as follows:



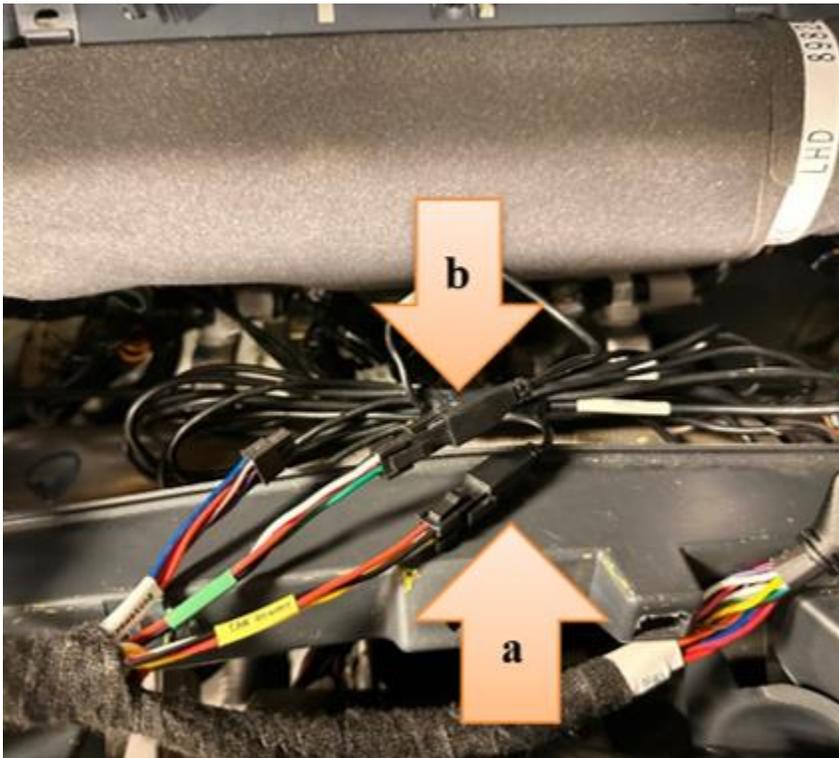
6584531

**Note: Some of the connectors on the harnesses are not used. Pay close attention to how the original harnesses are connected.**

- a. **Mobileye 6:** Connect the camera cable to the T-Harness connector MH-2 and EyeWatch input connector MB-3. (left graphic)
- b. **Mobileye 8:** Connect the camera cable to the signal harness 14 pin black connector and, if equipped, to the optional GPS antenna. Connect the T-Harness connector MH-2 to the signal harness. (right graphic)

# Safety Recall

## N242441050 Mobileye Camera Cable Pinched



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76. **Mobileye 8 ONLY:** Disconnect the CAN reader connector from the old harness and plug it in to the new harness. Disconnect the old EyeWatch harness and plug it in to the new harness.

**Note: The EyeWatch and CAN reader connections are the same shape. Be careful not to mix them up. If needed, trace each harness connector back to its origin.**



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## Safety Recall

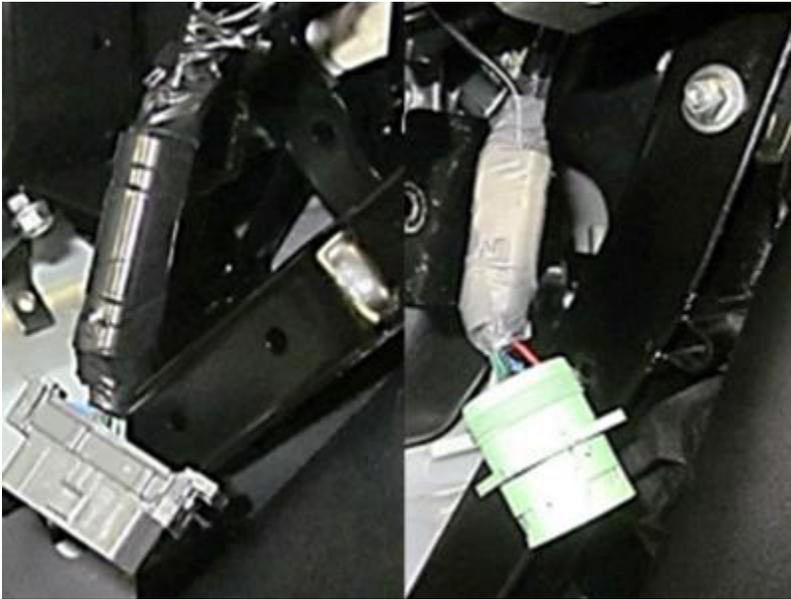
### N242441050 Mobileye Camera Cable Pinched



77. Following the original routing of the T-Harness, feed the T-Harness alongside the IP harness down to the left side of the steering column. Then:
  - a. **For Mobileye 6:** Proceed to Step 79.
  - b. **For Mobileye 8:** Skip to Step 87.

**IMPORTANT: Steps 79 through 87 apply only to Mobileye 6.**

78. Remove the Data Link Connector (DLC) from the bracket. If equipped with a green 9-pin Deutsch connector remove the 10mm bolt and locking plate to separate the DLC from the bracket.

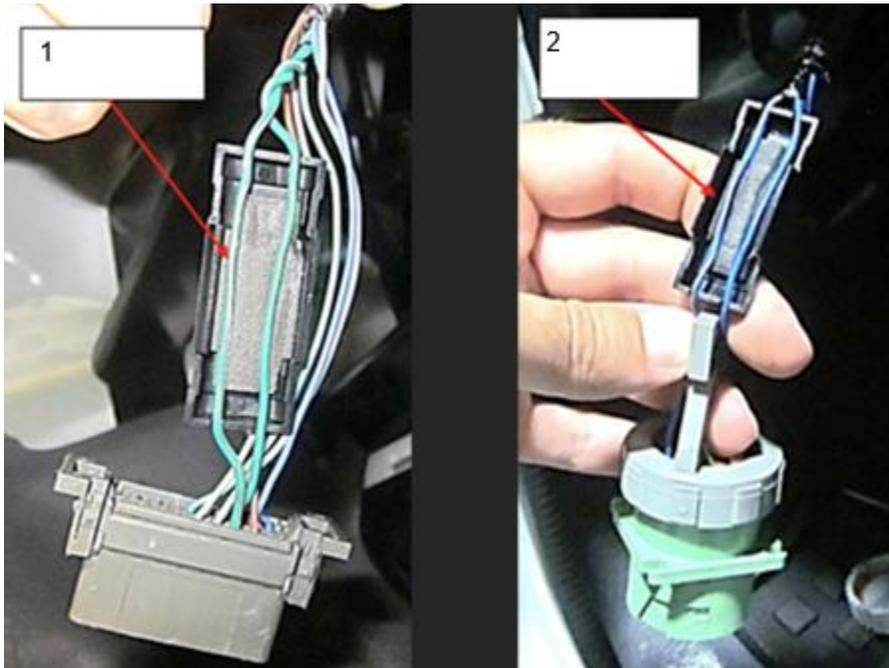


6586860

79. Locate the CAN reader and remove the tape securing it to the DLC harness.
80. Using a small flat head screwdriver, pry open the caps for the old and new CAN readers.
81. Remove the adhesive tape backing from the new CAN reader cover.

# Safety Recall

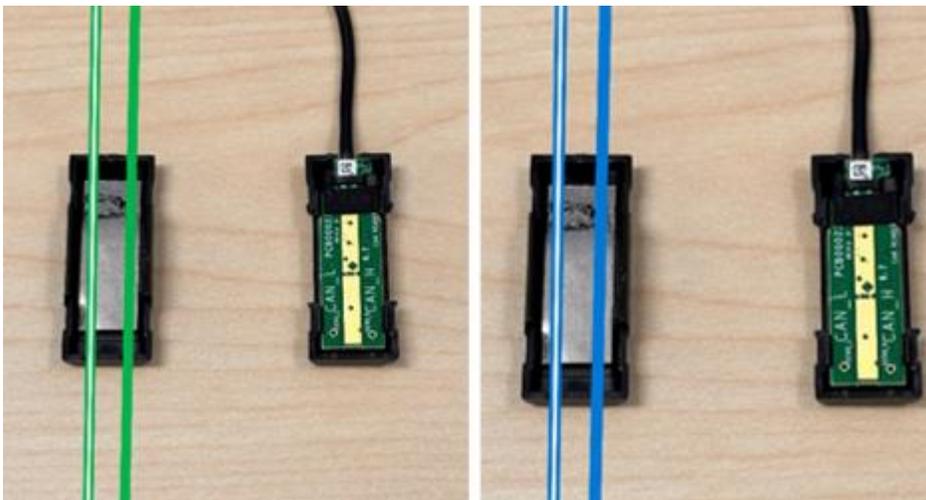
## N242441050 Mobileye Camera Cable Pinched



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82. Transfer the CAN low (Solid color) wires and CAN high (Striped color) wires from the old CAN reader cap into the new CAN reader cap. (1 for 2019-2021, 2 for 2022-2023)

**IMPORTANT: Do not switch the orientation of the CAN wires. Failure to follow these instructions carefully will result in Mobileye not working properly.**

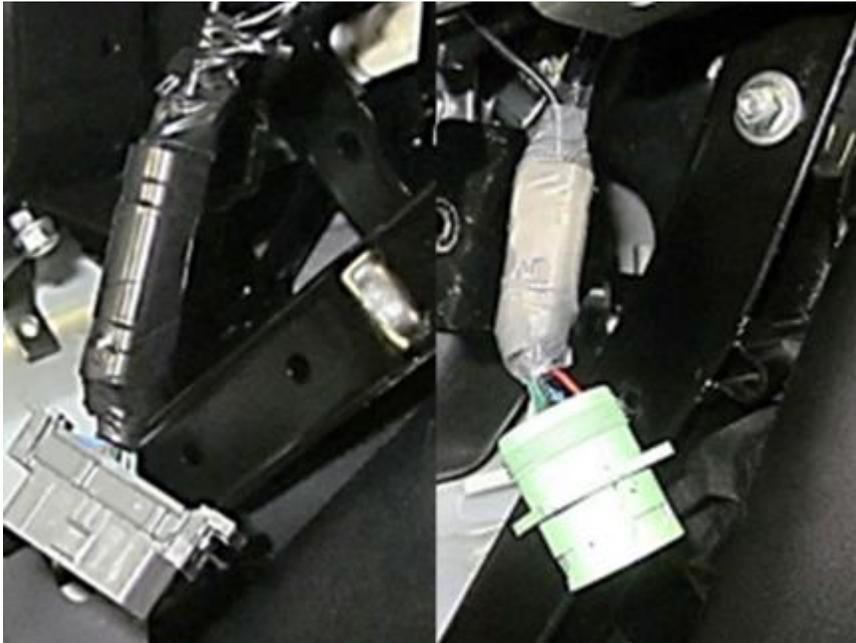


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83. Align the new CAN reader so that CAN\_H aligns with the CAN high (Striped color) wire and CAN\_L aligns with the CAN low (Solid color) wire and snap it into the cap. (2019-2021 on left, 2022-2023 on right)

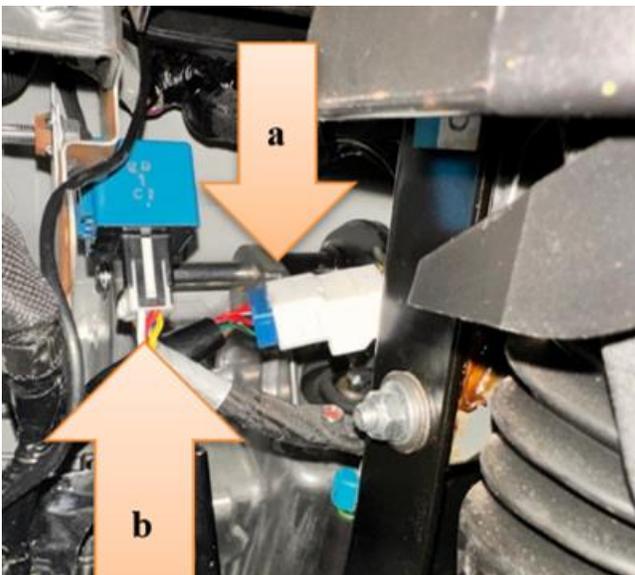
## Safety Recall

### N242441050 Mobileye Camera Cable Pinched



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84. Tape the new CAN reader back to the DLC harness using electrical tape.
85. Disconnect the EyeWatch display connector from the old T-Harness and reconnect it to the new T-Harness connector labeled "EyeWatch output".



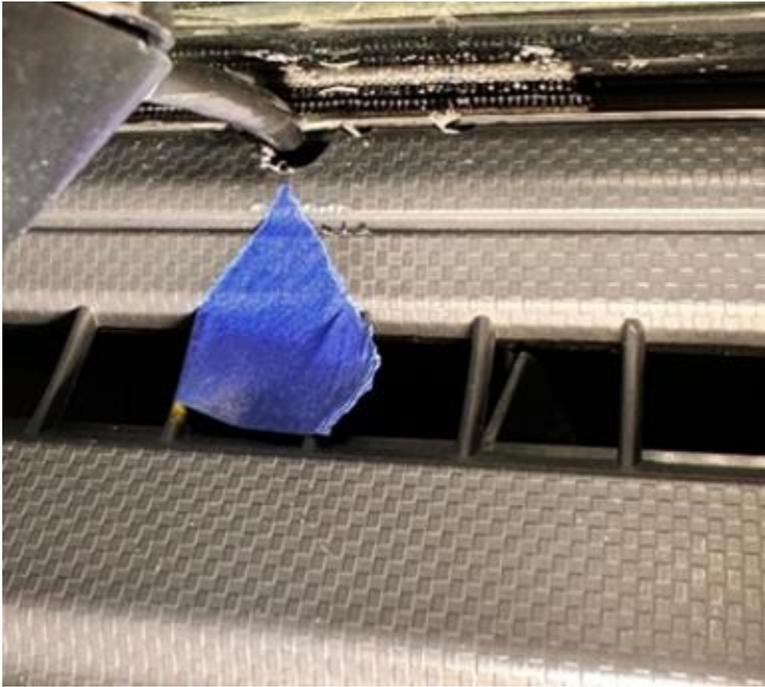
6586865

86. Disconnect the old T-Harness from both B-216 (a) and the flasher module (b) and remove the old T-Harness from the vehicle.
87. **For Mobileye 8** only, disconnect the old T-Harness from both the B-216 connector and the flasher module and remove the old T-Harness and signal harness from the vehicle.
88. Install the new T-Harness into the connector B-216 and the flasher module. Refer to step 86.

**IMPORTANT: Steps 90 through 108 apply to both Mobileye 6 and Mobileye 8.**

## Safety Recall

### N242441050 Mobileye Camera Cable Pinched



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89. Remove the block or item that was used to maintain the gap between the IP and the windshield and set the IP back in place. Make sure that the camera cable is routed through the new notch in the IP.

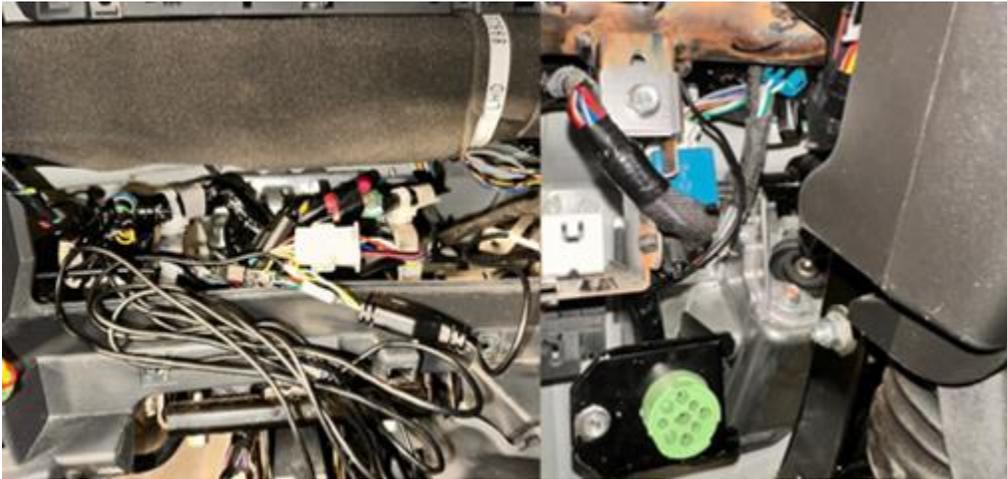


6584513

90. Install two (2) zip ties to secure the harness behind the radio. If needed, pull out the cup holder for more access.

# Safety Recall

## N242441050 Mobileye Camera Cable Pinched



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91. Pull any extra harness length up into the IP opening. Ensure that the T-Harness, and, **for Mobileye 6**, the CAN reader harness, are routed up and away into their original positions.



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92. Bundle the Mobileye harnesses back together and secure them with electrical tape in the two locations shown in Figure 87.

## Safety Recall

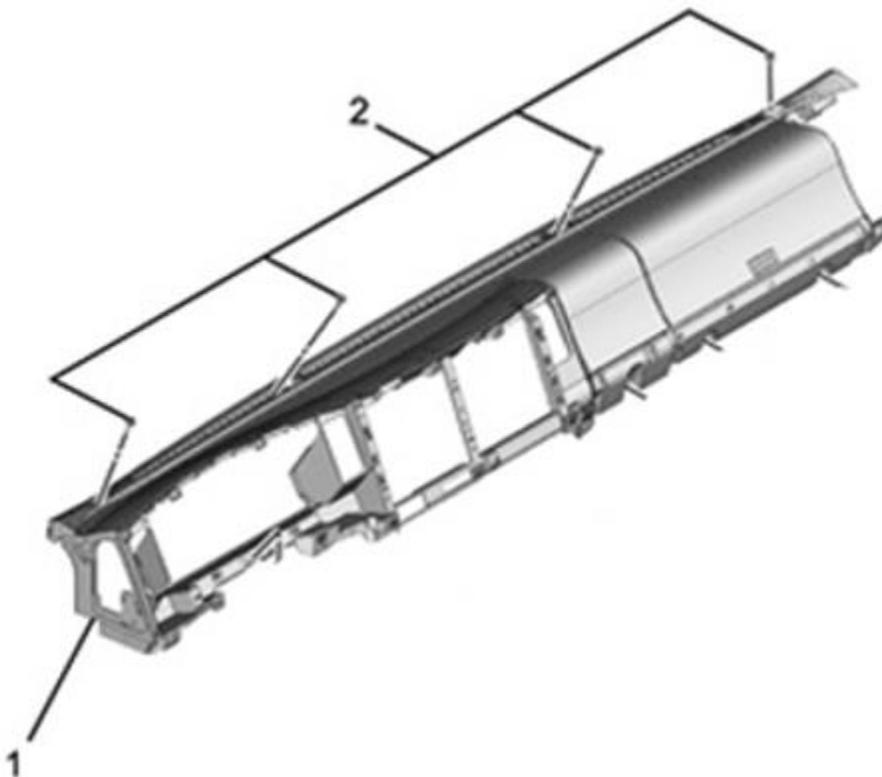
### N242441050 Mobileye Camera Cable Pinched



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93. Secure the bundled Mobileye harnesses to the IP harness using three (3) zip ties.

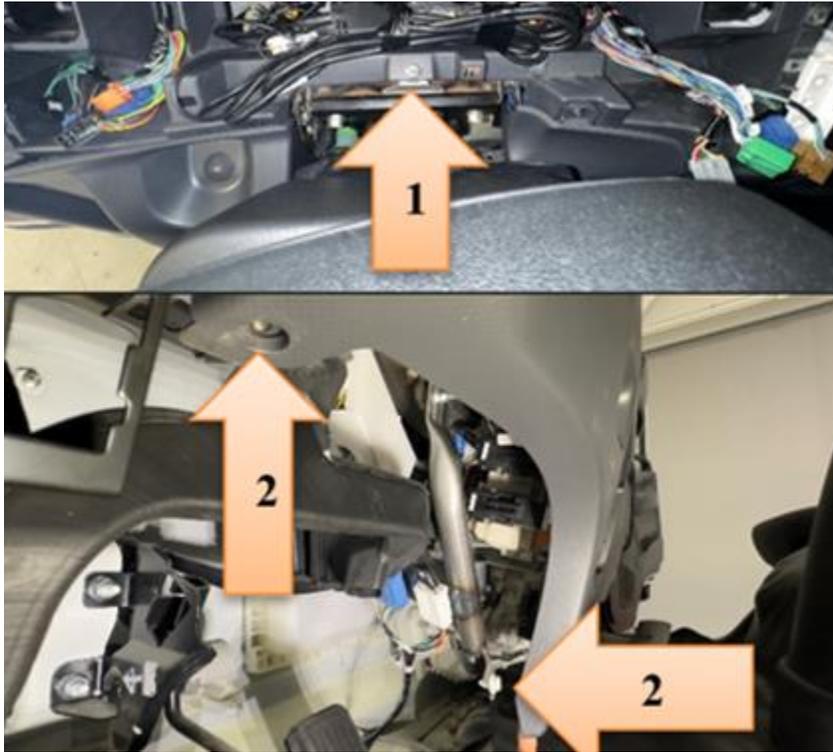
**IMPORTANT: Ensure that the camera cable is routed through the notch created in Step 69.**



6584413

94. Install and torque the four (4) IP mounting bolts removed in Step 52. **Torque specification: 4.0 N•m (35 lb•in)**

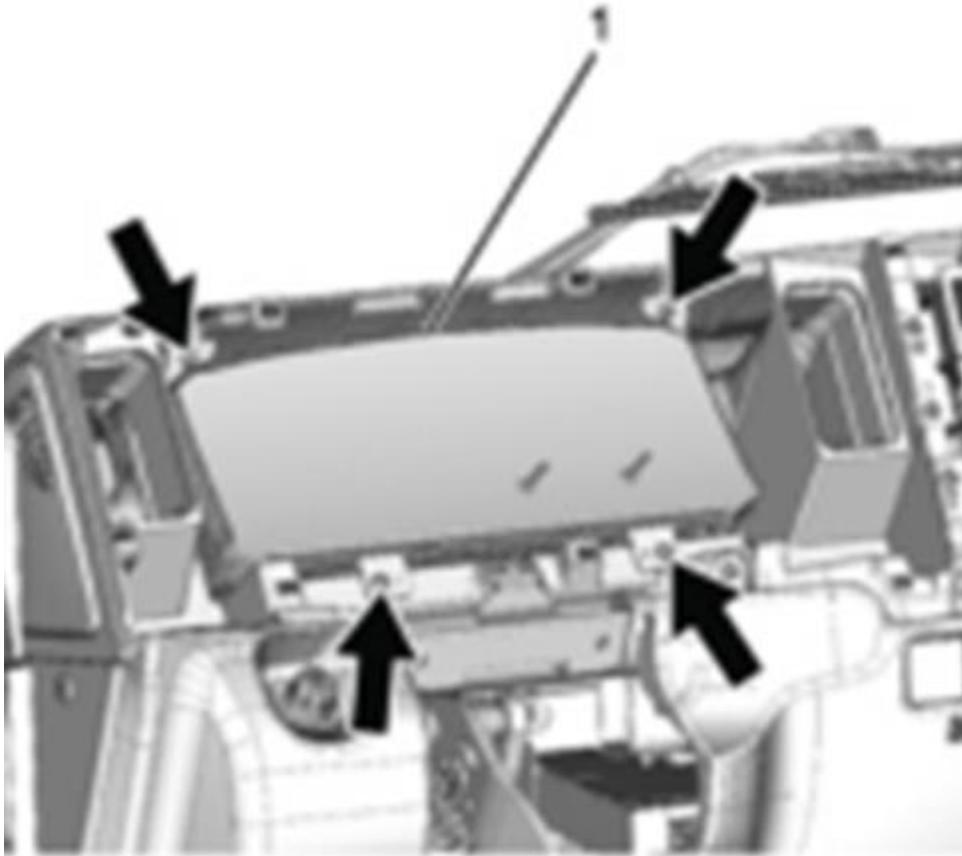
**Safety Recall**  
N242441050 Mobileye Camera Cable Pinched



6584517

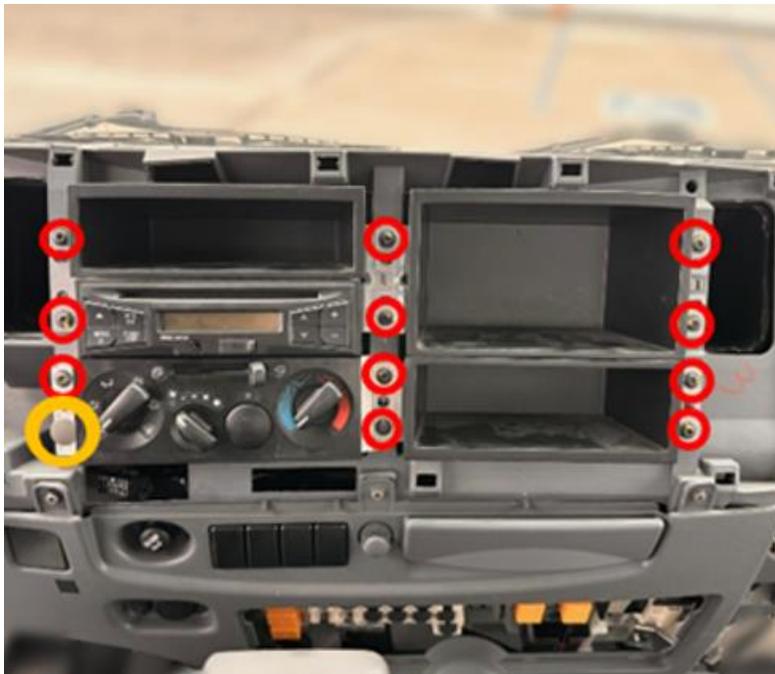
95. Install on the IP the one (1) nut on removed in Step 53 and the two (2) clips. **Torque the nut to: 4.0 N•m (35 lb•in)**

**Safety Recall**  
N242441050 Mobileye Camera Cable Pinched



6584483

96. Reconnect the instrument panel cluster connector, then install the cluster in the IP and install the four (4) T25 screws (arrows) removed in Step 54.



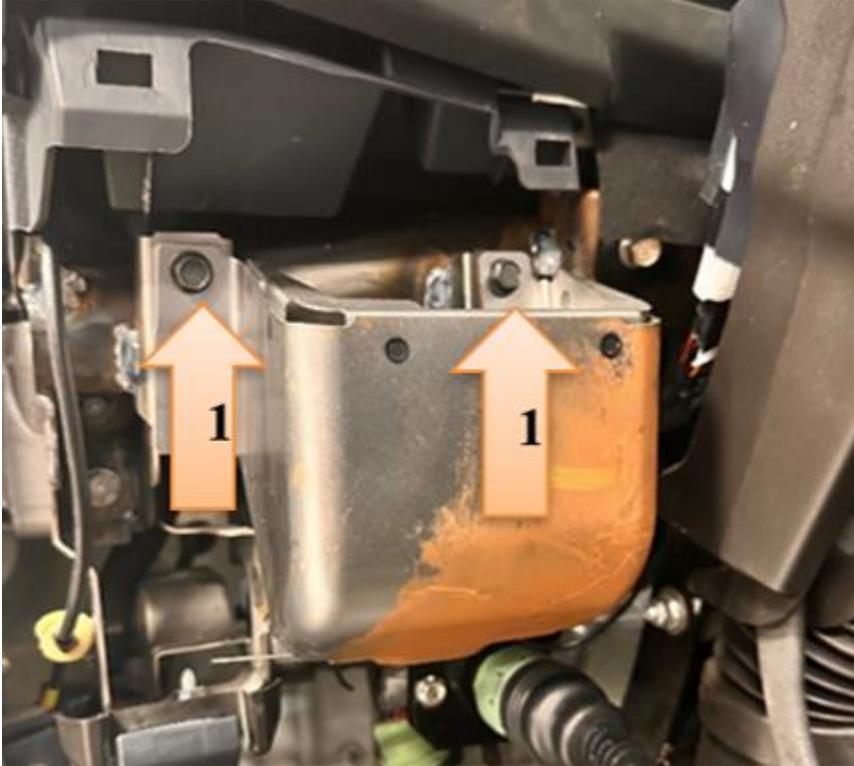
6584355

## Safety Recall

### N242441050 Mobileye Camera Cable Pinched



97. Install the cluster compartments, radio and A/C control panel removed in Step 55 (eleven (11) T25 screws and one (1) clip for the A/C control panel). If the vehicle is equipped with an aftermarket radio, follow the manufacturer's instructions in installing the radio. **Torque the screws to 2.9 N•m (26 lb•in)**



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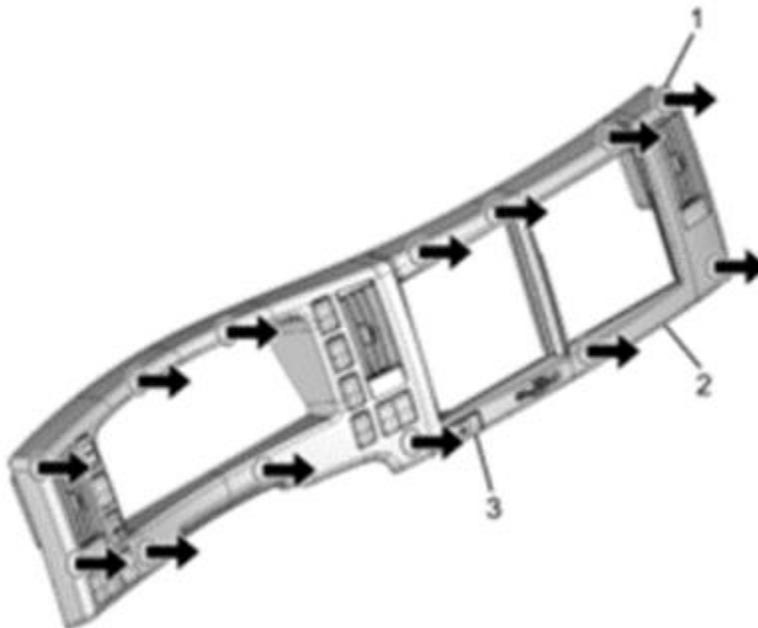
98. Install the knee bracket and torque the two (2) 10mm bolts removed in Step 48. **Torque Specification 4.0 N•m (35 lb•in)**

**Safety Recall**  
N242441050 Mobileye Camera Cable Pinched



6584525

99. Install the driver side instrument side cover removed in Step 47.

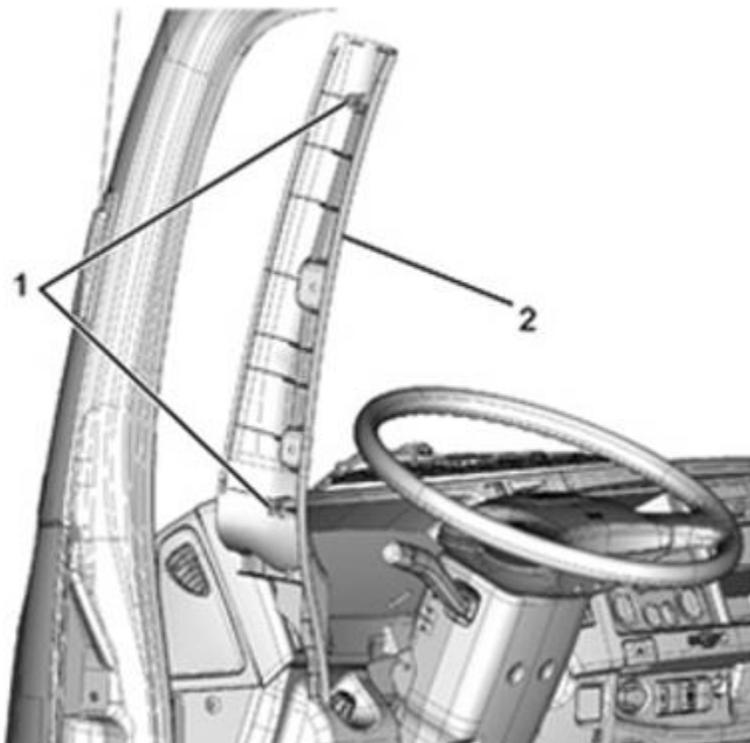


6584341

100. Place the meter cluster bezel onto the instrument panel and be sure to connect all switches. Press the meter cluster bezel back into place.

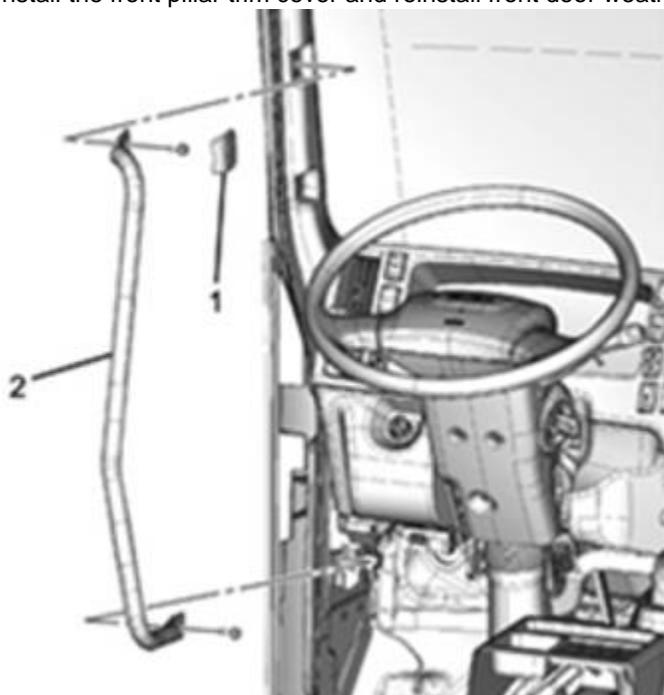
# Safety Recall

## N242441050 Mobileye Camera Cable Pinched



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101. Install the front pillar trim cover and reinstall front door weatherstrip.

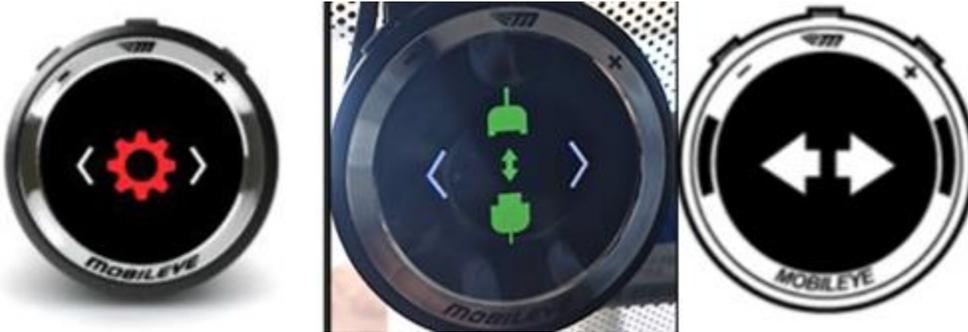


6584375

102. Install the assist handle to the front pillar. Torque the mounting bolts. **Torque Specification: 19 N•m (14 lb•ft)**
103. Connect the negative battery cable.
104. Turn the Engine Control Switch to the "ON" position.

## Safety Recall

### N242441050 Mobileye Camera Cable Pinched



6584526

105. Press the (+) button on the Mobileye EyeWatch display until it beeps, continue to hold the (+) button and press the (-) button on the display for ~2 seconds until the red gear appears.
106. When the red gear appears, press (+), When the green connectors appear press (M). Move the turn signal lever turn left, and then to the right, verify double arrows appear on the display each time as shown.
  - a. If either turn signal does not operate correctly, check wiring to ensure all connections are fully seated.
  - b. After confirming both turn signals operate correctly (i.e. the double arrows appeared in the EyeWatch display, turn the Engine Control Switch off.

#### Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

#### Dealer Responsibility – All

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for

# Safety Recall

## N242441050 Mobileye Camera Cable Pinched



service, you are required to ensure the customer is aware of the open recall and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a

### Customer Notification

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

### Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in the bulletin can be submitted at anytime to the dealer. See General Motors Service Policies and Procedures Manual (USA & Canada) or local Policies and Procedures, for details.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**



# IMPORTANT SAFETY RECALL

April 2024

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.

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

## IMPORTANT

- Your vehicle is involved in GM recall N242441050.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

**Why is your vehicle being recalled?**

In the affected vehicles, the wiring for the Mobileye camera may have been routed incorrectly. As a result, the wiring could become damaged by contact with dash components and could overheat and melt. If this happens, the turn signals and hazard lights may not work properly, and the Mobileye collision avoidance information would not be displayed, increasing the risk of a crash. In addition, wiring that overheats and melts increases the risk of a fire.

**What will we do?**

Your GM dealer will inspect the wiring for the damaged condition. If no problem is found, the wiring will be rerouted to remove the risk of future damage. If the wiring is damaged, it will be replaced and routed to remove the risk of future damage. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 2 hours.

**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.

**Did you already pay for this repair?**

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, **and those repairs were completed prior to this mailing**, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

**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.

# Safety Recall

## N242441050 Mobileye Camera Cable Pinched



Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
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 24V157.

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

Enclosure  
GM Recall: N242441050