

# Safety Recall

## N242466950 Potential Brake Line Leak



**Release Date:** February 2025

**Revision:** 02

**Revision Description:** This bulletin has been revised to provide the final remedy procedure, WCAP reimbursement, and the customer notification letter. Please discard all previous copies of bulletin N242466950.

**Attention:** On September 19, 2024, an inspection procedure was made available and vehicles that passed the inspection could be delivered and closed using the “Inspect Only – Vehicle Passed Inspection (No Further Action Required)” labor code 9107636 or “Inspect Only – Vehicle Passed – Does not use GM-supplied body mounts (No Further Action Required)” labor code 9107444.

For vehicles which did not pass inspection and were held, parts are now available to complete this repair and WCAP reimbursement has been added to this bulletin.

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.

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 inspection procedure contained in this bulletin has been performed on the vehicle and passed.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express	2013	2017	BNC and JL4	PARTS PKG – BODY MOUNT CUSHIONS and CONTROL,-ACTIVE BRAKE
GMC	Savana	2013	2017	BNC and JL4	PARTS PKG – BODY MOUNT CUSHIONS and CONTROL,-ACTIVE BRAKE
Chevrolet	Express	2018	2019	BNC	PARTS PKG – BODY MOUNT CUSHIONS
GMC	Savana	2018	2019	BNC	PARTS PKG – BODY MOUNT CUSHIONS

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>	General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2013 – 2019 model year Chevrolet Express Cutaway and GMC Savana Cutaway vehicles with optional GM-provided body mounts (RPO BNC). The brake lines in these cutaway vehicles may not meet the recommended clearance to the GM-provided body mounts. If brake lines contact the body mounts, the brake line may experience wear or damage that could lead to a brake fluid leak. A brake fluid leak can result in reduced stopping performance or inoperative service brakes, increasing the risk of a crash.
<b>Correction</b>	Dealers will inspect and, if necessary, replace the brake lines.

### Parts

Quantity	Part Name	Part No.
1	Brake Pipe Assembly for 159” wheelbase	84740972
1	Brake Pipe Assembly for 177” wheelbase	84740974
4	Brake Fluid	19353126 US 19353127 CA
3	Brake Pipe Buddy Clip (NE7 RPO only)	85842677
2	RR Prop Shaft Retainer (Non-NE7 RPO only)	23107857
4	RR Prop Shaft Retainer Bolt (Non-NE7 RPO only)	11548472
2	Prop Shaft Slip Yoke Boot Clamp (Non-NE7 RPO only)	22913281

**Note:** You can use IVH to determine the wheelbase if it is not known.

**Reminder:** Parts may be removed from SPRINT and Retail Inventory Management (RIM) and be non-returnable. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters

# Safety Recall

## N242466950 Potential Brake Line Leak



in effect. **Due to the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107636	Inspect Only – Vehicle Passed Inspection (No Further Action Required)	ST	ZFAT	N/A
9107444	Inspect Only – Vehicle Passed – Does not use GM-supplied body mounts (No Further Action Required)	0.2	ZFAT	N/A
9107758	Repair (includes inspection and brake line replacement)	ST	ZFAT	N/A
9107638	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZFAT	*
9107639	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**
9107759	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	***

**Important: Please select the appropriate labor code when submitting the claim. 9107636 or 9107444 should only be used if the vehicle PASSED the inspection and no further action is required.**

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

\* For USA & Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

\*\* Submit \$10.00 USD administrative allowance in Net/Admin Allowance.

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

**Note: USA & Canada 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, 9800135, provided in the dealer message sent on October 3, 2024, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.**

\*\*\* **USA & Canada 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 the inspection procedure was sent (September 19, 2024) to the date the repair closed the recall bulletin (not to exceed 180 days).

Vehicle	Working Capital Assistance Program Reimbursement Amount	
	USA	Canada
2013 Chevrolet Express	\$5.77	N/A
2014 Chevrolet Express	\$6.04	N/A
2015 Chevrolet Express	\$6.33	N/A
2016 Chevrolet Express	\$7.42	N/A
2017 Chevrolet Express	\$8.67	\$11.65
2018 Chevrolet Express	\$9.79	\$13.40
2019 Chevrolet Express	\$10.54	\$16.44
2013 GMC Savana	\$5.13	N/A
2014 GMC Savana	\$5.56	N/A
2015 GMC Savana	\$6.35	N/A
2016 GMC Savana	\$7.42	N/A
2017 GMC Savana	\$8.67	\$12.27
2018 GMC Savana	\$9.79	\$13.25
2019 GMC Savana	\$10.54	\$16.69

# Safety Recall

## N242466950 Potential Brake Line Leak



### Service Procedure

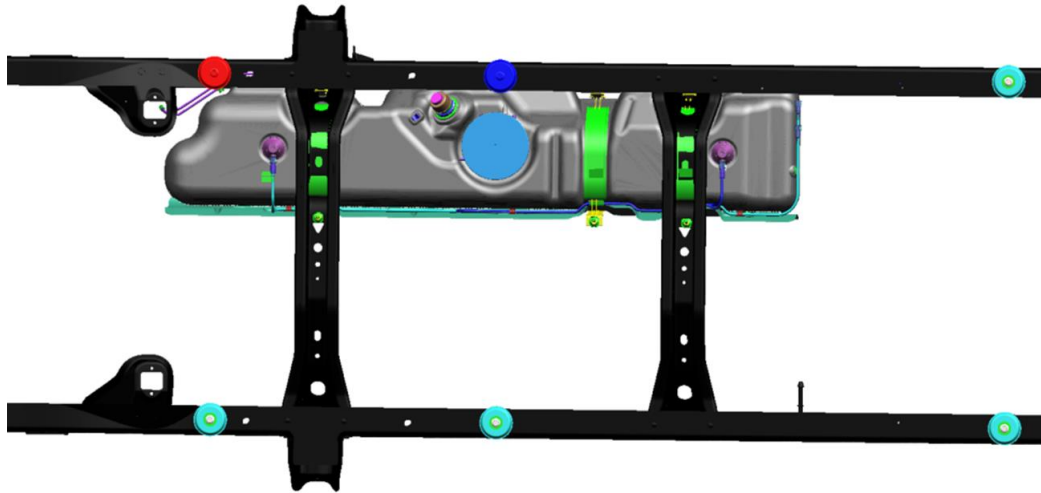
**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.



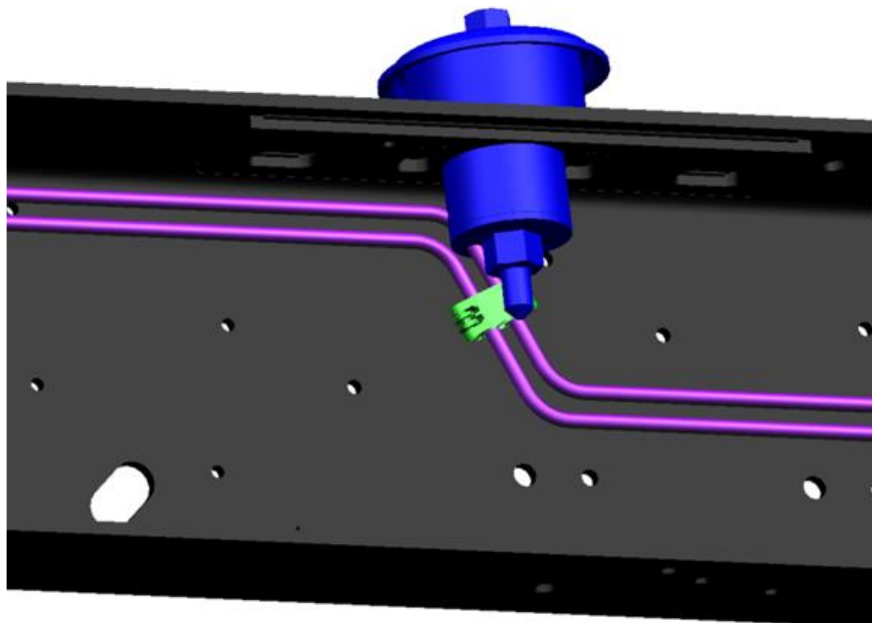
1. Inspect the vehicle to see if it uses U-bolt style rear body mounts.
  - If the vehicle uses U-bolt style rear body mounts, no further action is required. Close the field action using the “Inspect Only – Vehicle Passed – Does not use GM-supplied body mounts” labor op.
  - If the vehicle DOES NOT use U-bolt style rear body mounts, proceed to step 2.
2. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
3. If the vehicle is equipped with fuel tank mounted along the driver’s side frame drop the fuel tank. Refer to *Fuel Tank Replacement (Chassis Cab, Front Tank)* in SI.
  - 3.1 To drop the tank, it will be necessary to remove the driveshaft. Refer to *Front and Rear Propeller Shaft Replacement (Chassis Cab with M5U) / Front and Rear Propeller Shaft Replacement (Chassis Cab with MYD)* in SI.

# Safety Recall

## N242466950 Potential Brake Line Leak



6737783



6737784

**IMPORTANT:** Do NOT attempt to bend or modify the brake lines if there is insufficient clearance.

4. Inspect the brake lines near the forward body mount (indicated by the color blue in the above pictures) and ensure that there is at least ½ inch (13mm) of clearance between the body mount and the brake lines.
  - 4.1 If there is NOT at least ½ inch (13mm) of clearance, replace the brake lines. Proceed to step 6.
  - 4.2 If there is at least ½ inch (13mm) of clearance, proceed to step 5.

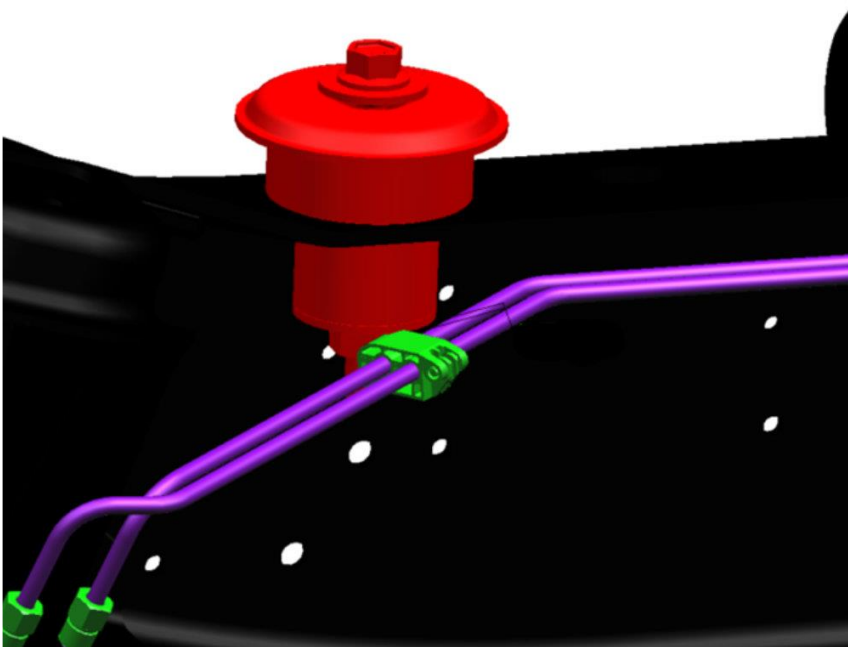
## Safety Recall

### N242466950 Potential Brake Line Leak



6737867

4.3 If the vehicle has been repaired prior to inspection, replace the brake lines. Proceed to step 6.



6737785

**IMPORTANT:** Do NOT attempt to bend or modify the brake lines if there is insufficient clearance.

5. Inspect the brake lines near the rearward body mount (indicated by the color red in the first picture of the procedure and above) and ensure that there is at least  $\frac{1}{2}$  inch (13mm) of clearance between the body mount and the brake lines.
  - If there is NOT at least  $\frac{1}{2}$  inch (13mm) of clearance, replace the brake lines. Proceed to step 6.

## Safety Recall

### N242466950 Potential Brake Line Leak



- If there is at least ½ inch (13mm) of clearance, proceed to step 7.

**CAUTION:** Carefully read and follow all following instructions before attempting to replace the brake lines. It is critical brake line replacement is performed carefully in order to avoid scratching or nicking the coating on the brake lines which will lead to premature failure. We recommend having a second technician assist you during the installation of the brake lines, with one tech feeding the lines in from the rear of the vehicle and another tech guiding the brake lines along the frame rail.

**IMPORTANT:** Due to variations in upfit between vehicles, the below service procedure may not work for all vehicles. It may be necessary to remove more equipment in order to safely install the brake lines without damage, or it may be necessary to install the brake lines from another direction. Use your best judgement regarding how to install the lines.

#### 6. Brake Line Replacement Instructions:

6.1 For vehicles equipped with a rear fuel tank, drop the tank. Refer to *Fuel Tank Replacement (Chassis Cab Rear Tank)* in SI.

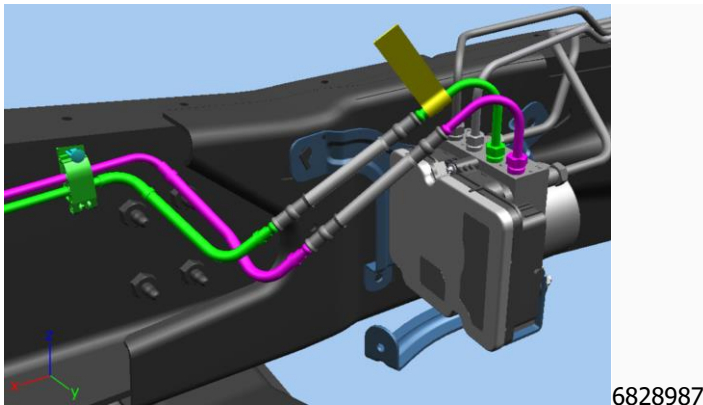
6.2 Remove the old rear brake lines.

Refer to Service Information for video which will show up here.  
6767001

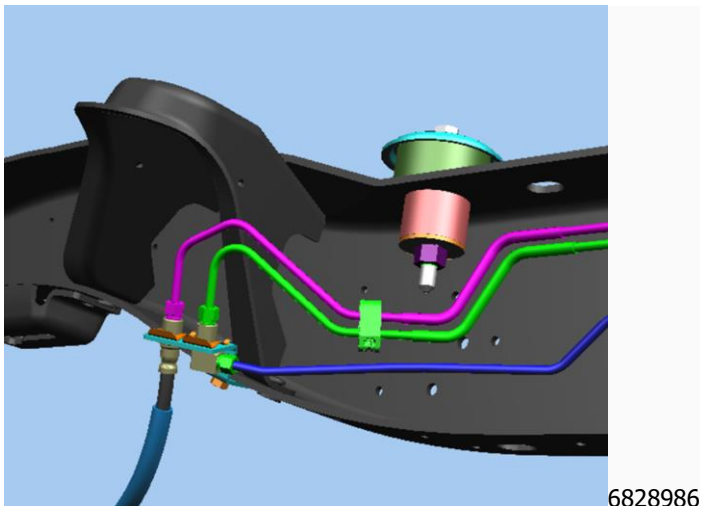
6.3 Cover the open brake line and protect the brake line nut threads with masking tape or duct tape prior to installing the line.

6.4 Passing the brake lines over the rear axle, install the brake lines through the driver's side frame rail as shown by the animation. (animation is for illustrative purposes and will not exactly match installation on the vehicle)

6.5 Install brake line clips into the frame rail.



6.6 Install the front portion of the lines into the ABS block as shown. Torque to 18 lb-ft (25 N-m).



# Safety Recall

## N242466950 Potential Brake Line Leak



6.7 Install the rear portion of the lines into the rear axle brake lines as shown. Torque to 18 lb-ft (25 N-m).

**Note:** While 3 buddy clips should be sufficient for most vehicles if you feel you need more to generate sufficient brake line clearance due to the upfitting of the vehicle in question, you may use up to 6 per vehicle.

6.8 Using the 3 provided buddy clips, space the brake lines away from the evaporative emissions lines in any areas where they have less than 13mm (1/2 inch) of clearance between each other. This may vary by vehicle, so be sure to inspect the entire length of the brake and evaporative emissions lines to check for clearance issues and install the buddy clips wherever they may occur. It is not necessary to use all three clips if you do not find three places with clearance issues.

7. Reinstall the fuel tank. Refer to *Fuel Tank Replacement (Chassis Cab, Front Tank)* in SI.

8. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

### **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 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**

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 violation of law in several states.

## Safety Recall

### N242466950 Potential Brake Line Leak



#### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of sample 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).

---

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

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 2013-2019 Chevrolet Express and GMC Savana 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.

## IMPORTANT

- Your vehicle is involved in GM recall N242466950.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

**Why is your vehicle being recalled?**

The brake lines in these cutaway vehicles may not meet the recommended clearance to the GM-provided body mounts. If brake lines contact the body mounts, the brake line may experience wear or damage that could lead to a brake fluid leak. A brake fluid leak can result in reduced stopping performance or inoperative service brakes, increasing the risk of a crash.

**What will we do?**

Your GM dealer will inspect and, if necessary, replace the brake lines. 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 1-5 hours.

**What should you do?**

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

**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.

Division	Number
Chevrolet	1-800-222-1020
GMC	1-800-462-8782
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

## Safety Recall

### N242466950 Potential Brake Line Leak



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 24V702.

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: N242466950