

F/CMVSS Noncompliance Recall

N242481860 Missing Rear Vision Camera Display



Release Date: December 2024

Revision: 01

Revision Description: This bulletin has been revised to add a copy of the customer letter. Please discard all previous copies of bulletin N242481860.

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.

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.

IMPORTANT: Please be sure the inspection was completed before ordering the inside rearview mirror. There is an extremely low occurrence that the inside rearview mirror will need replacement. Please do not order this part for shelf stock.

Make	Model	Model Year	
		From	To
Chevrolet	Express	2024	2024
GMC	Savana	2024	2024

Investigate Vehicle History (IVH) in the GM Global Warranty Management system should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that certain 2024 model year Chevrolet Express and GMC Savana vehicles potentially fail to conform to Section S6.2 of Federal Motor Vehicle Safety Standard (FMVSS) No. 111, "Rear Visibility" and Section 30 of Canada Motor Vehicle Safety Standards (CMVSS) 111, "Mirrors and Rear Visibility Systems". These vehicles may be missing the required rear vision camera video display because the wrong inside rearview mirror was installed. If the rear vision camera display is missing, there is increased risk of a crash during a backing event.
Correction	Dealers will inspect and replace the inside rearview mirror, if necessary.

Parts

Quantity	Part Name	Part No.
1	MIRROR ASM-I/S RR VIEW	*

IMPORTANT: Please be sure the inspection was completed before ordering the inside rearview mirror. There is an extremely low occurrence that the inside rearview mirror will need replacement. Please do not order this part for shelf stock.

Note: * Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Inside Rearview Mirror to order.

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 in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107693	Inspect Inside Rearview Mirror – No Further Action Required	0.1	ZFAT	N/A
9107694	Inside Rearview Mirror Replacement (includes inspection)	0.2	ZFAT	N/A

Service Procedure

IMPORTANT: Please be sure the inspection was completed before ordering the inside rearview mirror. There is an extremely low occurrence that the inside rearview mirror will need replacement. Please do not order this part for shelf stock.

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1. Inspect the vehicles Inside Rearview Mirror for rear vision camera wiring harness connection.
 - If the Inside Rearview Mirror has a rear vision camera wiring harness connection, no further action is required.
 - If the vehicle DOES NOT have a rear vision camera wiring harness connection, proceed to Step 2.

Note: The wiring harness is located behind the front of the Headlining Front Trim Panel. Removal of the headlining is NOT necessary.

2. Remove the non-rear vision camera equipped Inside Rearview Mirror. Refer to *Inside Rearview Mirror Replacement* in SI.
3. Install the rear vision camera equipped Inside Rearview Mirror. Refer to *Inside Rearview Mirror Replacement* 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/repared 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.

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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 & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM Global Connect 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.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

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).

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 certain vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 111, "Rear Visibility". As a result, GM is conducting a 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 N242481860.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

These vehicles may be missing the required rear vision camera video display because the wrong inside rearview mirror was installed. If the rear vision camera display is missing, there is increased risk of a crash during a backing event.

What will we do?

Your GM dealer will inspect and replace the inside rearview mirror, if necessary. 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 20 minutes.

What should you do?

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

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 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 24V858.

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
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Global Product Safety and Systems