

## **Frequently Asked Questions (FAQs) for Safety Recall N242477760 Airbag Module Not Activated**

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety Recall identified above.

**Q1) Which vehicles are involved?**

**A1)** General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2024 model year Chevrolet Silverado Medium Duty 4500HD/5500HD/6500HD vehicles.

**Q2) What is the issue or condition?**

**A2)** 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.

**Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?**

**A3)** If this condition is present, the airbag telltale will flash continuously following vehicle start.

**Q4) What is the remedy/repair?**

**A4)** A Navistar technician will set the SDM to the correct mode so that airbags and other related functions will perform as designed.

**Q5) What is the safety risk? Is the vehicle safe to drive?**

**A5)** If the SDM is in manufacturing mode, the vehicle’s airbags will not deploy in a crash, increasing the risk of occupant injury.

**Q6) Does the customer have to pay for this remedy/repair?**

**A6)** No, this inspection/repair will be done at **no cost** to the customer.

**Q7) Is the remedy/repair available now?**

**A7)** Yes, please see the attached bulletin for details.

**Q8) What should customers do until recall repairs can be completed? Are there any special instructions?**

**A8)** If special instructions are provided, they will be included in the notification letters to customers.

**Q9) How can customers check to see if their vehicle is involved in this recall?**

**A9)** Customers who own a vehicle involved in this recall will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://experience.gm.com/ownercenter/recalls> or via NHTSA’s website at <http://www.nhtsa.gov>.

**Q10) If customers are concerned, can they get a rental car or courtesy transportation?**

**A10)** Courtesy transportation is not applicable to Medium Duty vehicles. Towing is covered to the nearest Chevrolet Medium Duty dealer if your vehicle cannot be driven because of a warranted defect. Please refer to Warranty Administration Bulletin #07-00-89-037: Warranty Administration – GM Courtesy Transportation and Roadside Assistance Programs for further information.