

Frequently Asked Questions (FAQs) for Safety Recall N242471620
Momentary Rear Wheel Lock-Up or Low-Speed Change in Intended Direction

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 2022 – 2023 model year Chevrolet Express and GMC Savana vehicles with certain engine / transmission combinations.

Q2) What is the issue or condition?

A2) Affected powertrain combinations include the 4.3L V6 engine with 8-speed automatic transmission (RPOs LV1/M5U) and the combination 4-cylinder engine with 8-speed automatic transmission (RPOs LWN/MQD). The transmission control module software in these vehicles is incorrectly calibrated to respond to certain electrical failures within the transmission. If these electrical failures are present when the transmission is performing certain shift operations, these miscalibrations can cause harsh shifting or reduced power or may result in unintended deceleration or rear wheel lockup. In rare circumstances at low speeds, the vehicle may move in an unintended direction.

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

A3) Drivers may notice harsh shifting or periods of reduced propulsion along with a “check engine” light.

Q4) What is the remedy/repair?

A4) Dealers will update the transmission control module software calibration.

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

A5) If the rear wheels lock-up momentarily while driving or the vehicle moves in an unintended direction at low speeds, there is increased risk of a crash.

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?

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- A10)** Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.