

Frequently Asked Questions (FAQs) for NonCompliance Recall N242481860 Missing Rear Vision Camera Display

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

Q1) Which vehicles are involved?

A1) 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."

Q2) What is the issue or condition?

A2) These vehicles may be missing the required rear vision camera video display because the wrong inside rearview mirror was installed.

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

A3) Upfitters, dealers, or owners may notice that the mirror does not have a connection for the harness exiting the headliner immediately above the mirror.

Q4) What is the remedy/repair?

A4) Dealers will inspect and replace the inside rearview mirror, if necessary.

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

A5) If the rear vision camera display is missing, there is increased risk of a crash during a backing event.

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 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.