

Safety Recall

N242490780 Driver Side Door Improperly Welded



Release Date: February 2025

Revision: 02

Revision Description: This bulletin is being revised to update the warranty information table. Please discard all previous copies of bulletin N242490780.

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.

Make	Model	Model Year	
		From	To
Chevrolet	Express	2025	2025
GMC	Savana		

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 a defect which relates to motor vehicle safety may exist in certain 2025 model year Chevrolet Express and GMC Savana vehicles. An impact beam located in the driver's side door may have improper welds at the beam's front connection point to the door. The beam may not perform as intended in a side-impact crash, increasing the risk of injury to the driver.
Correction	Dealers will replace the driver's side door.

Parts

Quantity	Part Name	Part No.
1	DOOR, FRT SI (W/ HOLES FOR HINGE) (W/O HINGES) - LH	19332323
1	HINGE KIT, FRT S/D LWR DR SI	15993237
1	HINGE KIT, FRT S/D UPR DR SI	15993231
As Req'd	RETAINER, FRT S/D TR	11562256
As Req'd	3M™ OEM Match Epoxy Seam Sealer (08528 or 08526)	*

*Available through local 3M™ distributor. Information about 3M™ product retailers in your area may be obtained at 1-866-364-3577 or at <https://www.3m.com/automotive>.

For Canada at 1-800-410-6880 (English and French) or
English: https://www.3mcanada.ca/3M/en_CA/company-ca/
French: https://www.3mcanada.ca/3M/fr_CA/company-ca/

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. There is a small number of vehicles anticipated that will need this fix. **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
9107850	To Replace Driver Side Door (Includes Paint)	4.6	ZFAT	*

* The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for 3M™ OEM Match Epoxy Seam Sealer (08528 or 08526) and paint materials needed to perform the required repairs, not to exceed \$134.43 USD, \$193.77 CAD.

Service Procedure

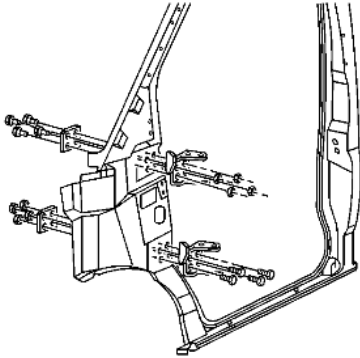
1. Remove the Driver's door and remove all transferable components. Refer to *Front Side Door Replacement* in SI.
2. Install NEW upper and lower hinges to the NEW door.

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- 2.1. Deburr the holes on the inside of the door to ensure the proper seating of the hinge and the backing plate. Inspect the door to ensure that the hinge seating zone on the body pillar or the door is flat.
- 2.2. Coat the mating surface of the hinge with seam sealer. Refer to the *Anti-Corrosion Treatment and Repair* in SI for Seam Sealer information.



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- 2.3. Install the hinge to the door using the bolts and the tapping plate that is supplied with the service replacement kit.
 - 2.4. Tighten the bolts to the recommended preliminary torque **5Nm (44 lb in)**.
 - 2.5. Briefly install the new door to the vehicle. Align the door as necessary. Do not close the door completely until you make a visual check to determine if the lock will correctly engage the striker. Tighten the service replacement hinge bolts to **25Nm (18 lb ft)**.
 - 2.6. Apply seam sealer around the hinges.
 - 2.7. Remove the door from the vehicle prior to painting.
3. Prepare the door for painting.
 4. Paint the new door. Refer to *Basecoat/Clearcoat Paint Systems* in SI.
 5. Clear coat the entire new door.
 6. Transfer all components to the new door as necessary and install the door.

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.

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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 & 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).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.



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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 2025 model year 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 N242490780.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

An impact beam located in the driver's side door may have improper welds at the beam's front connection point to the door. The beam may not perform as intended in a side-impact crash, increasing the risk of injury to the driver.

What will we do?

Your GM dealer will replace the driver's side door. 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 service correction time of approximately 4 hours and 30 minutes.

What should you do?

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

Do you have questions?

You may schedule your vehicle for repair using the QR code below. For more information about your vehicle, or if you have questions or concerns that your dealer is unable to resolve, please visit gm.com/service, or call the Buick, Chevrolet or GMC Customer Assistance Center at 1-866-467-9700. For Cadillac, please call 1-800-333-4223.

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.

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 25V087.

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

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Scan here to
locate a dealer.



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