

Safety Recall

N262551720 Rearview Camera Inoperative



Release Date: May 2026

Revision: 01

Revision Description: This bulletin has been revised to update the correction statement, part number, and warranty table, add an inspection to the procedure, add Floor Plan and WCAP reimbursement and include the customer notification letter. Please discard all previous copies of bulletin N262551720.

Attention:	This is a phased launch with limited parts availability. Dealers must verify that the VIN shows in an OPEN status in Investigate Vehicle History (IVH) prior to performing the service procedure contained in this bulletin. 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. Certain vehicles involved in this recall were placed on stop delivery April 2, 2026. For vehicles that are in an OPEN status, once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer. 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. Investigate Vehicle History (IVH) in the GM Global Warranty Management system MUST always be checked to confirm vehicle involvement and MUST be in OPEN status prior to beginning any required inspections and/or repairs. DO NOT use Service Information with VIN search, as it will not verify the VIN eligibility for field actions.
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Make	Model	Model Year	
		From	To
Chevrolet	Malibu	2023	2025

Investigate Vehicle History (IVH) in the GM Global Warranty Management system MUST always be checked to confirm vehicle involvement and MUST be in OPEN status prior to beginning any required inspections and/or repairs. DO NOT use Service Information with VIN search, as it will not verify the VIN eligibility for field actions.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2023 to 2025 model year Chevrolet Malibu vehicles. The rearview camera screen in these vehicles may display a distorted or blank image. If the rearview camera is not functioning properly, rear visibility is reduced, increasing the risk of a crash during a backing event.
Correction	Dealers will inspect and, if necessary, replace the rearview camera.

Parts

Quantity	Part Name	Part No.
1	CAMERA, RR VIEW DRVR INFO	86554978

If you have one of the involved vehicles, you must place a CSO order and add a SPAC case with the appropriate VIN. Due to limited inventory, VIN Verification will be conducted on the vehicle identification number you input and if it isn't an OPEN Recall in IVH then the order will be cancelled daily. All orders except SPAC will be cancelled.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108459	Inspect Only – No Further Action Required	0.2	ZFAT	N/A
9108379	Rearview Driver Information Camera Replacement – Includes Inspection	0.2	ZFAT	N/A
9108380	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*
9108381	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**
9108460	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	***
9108461	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	****

Note: The above labor time(s) are published direct from the Labor Time Guide.

Note: To avoid having to “H” route the customer reimbursement / floor plan / WCAP transaction for approval, it must be submitted prior to the repair transaction.

* For USA & Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

** Submit \$10.00 USD administrative allowance in Net/Admin Allowance.

Floor Plan Reimbursement – NEW INVENTORY ONLY

*** **USA & Canada Dealers Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (April 2, 2026) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 52 days).

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2023 Chevrolet Malibu	\$9.27	N/A
2024 Chevrolet Malibu	\$9.22	\$5.65
2025 Chevrolet Malibu	\$9.48	\$5.38

Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

Note: USA & Canada Only - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Important: The WCAP ZSET transaction labor code, 9800154, provided in the dealer message sent on April 16, 2026, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

**** **USA & Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (April 2, 2026) to the date the inspection or repair closed the recall bulletin (not to exceed 52 days).

Vehicle	Working Capital Assistance Program Reimbursement Amount	
	USA	Canada
2023 Chevrolet Malibu	\$7.42	\$10.46
2024 Chevrolet Malibu	\$8.29	\$8.48
2025 Chevrolet Malibu	\$8.71	\$9.42

Service Procedure

1. Remove the rearview camera. Refer to *Rearview Driver Information Camera Replacement* in SI.

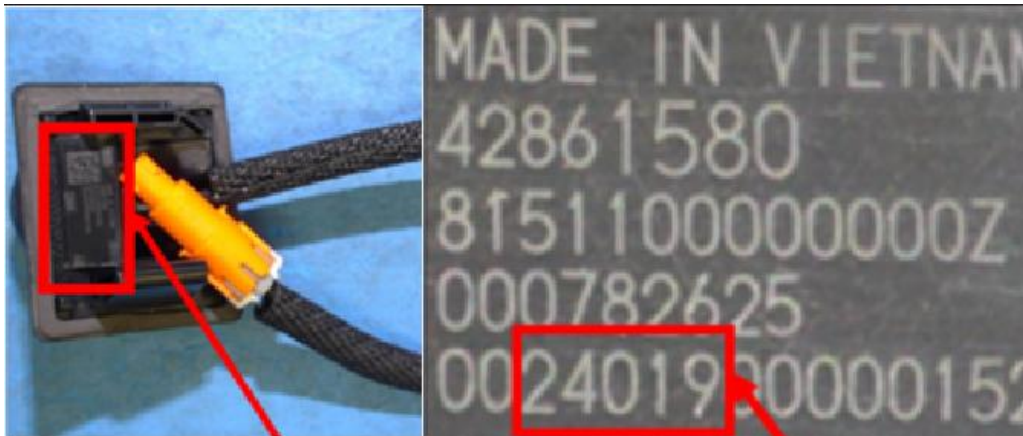
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2. Locate the identifying information inscribed on the bracket of the camera as shown above.



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3. Identify the Julian date listed in the bottom row of the inscription. It may be helpful to use a magnifying glass or camera to enlarge the text.
 - If the Julian date indicates the camera was built **BEFORE** Julian date 24336, proceed to the next step.
 - If the Julian date indicates the camera was built **ON or AFTER** Julian date 24336, reinstall the camera and no further action is required.

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4. Carefully remove the two screws circled above. Care must be taken not to lose the screws, use a magnetic screwdriver and secure the screws on a magnet after they are removed.
5. Inspect each screw for damage or corrosion. If damage or corrosion is found, a screw may be salvaged from the OLD camera harness connector screws.
6. Remove the old camera from the bracket.



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7. Install a new camera into the bracket. Please note the location of the alignment dowel and locator hole circled above. If the bracket is dirty, please clean prior to camera installation.
8. Transfer the harness protective wrap from the old harness to the new harness.
9. Fully seat the new camera and install the screws. Hand tighten the screws, power tools will cause damage to the screw's coating.
10. Reinstall the camera and bracket to the vehicle. Refer to *Rearview Driver Information Camera Replacement* in SI.

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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.

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

For dealers with involved vehicles, a listing has been prepared and will be available through GM Global Connect Maxis Field Action Reports or GWM Field Action Batch Search Report. The Inventory tab of the dealer reports will contain VINs that apply to this field action. 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 field action may be a violation of law in several states.

Courtesy Transportation

USA - For repairs covered under this Field Action, Courtesy Transportation can be made available **ONLY** if the customer/vehicle qualify for Courtesy Transportation per Bulletin 07-00-89-037.

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. Refer to the most current Home Office Letter (YYYY-604) on the Courtesy Transportation Program for 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).

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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.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in the bulletin can be submitted at anytime to the dealer. See General Motors Service Policies and Procedures Manual (USA & Canada) or local Policies and Procedures, for details.

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 a defect, which relates to motor vehicle safety, exists in certain 2023-2025 model year Chevrolet Malibu 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 N262551720.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The rearview camera screen in these vehicles may display a distorted or blank image. If the rearview camera is not functioning properly, rear visibility is reduced, increasing the risk of a crash during a backing event.

What will we do?

Your GM dealer will inspect and, if necessary, replace the rearview camera, free of 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 20 minutes.

What should you do?

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

Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, **and those repairs were completed prior to this mailing**, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

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. You can also use your preferred voice assistant (for example, "Please go to GM.com"), 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 your dealer fails or is unable to remedy this recall without charge, or within a reasonable amount of time, you may submit a written complaint to 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 1.888.275.9171), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 26V212.

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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

Scan here to
locate a dealer.



Enclosure
GM Recall: N262551720