

Customer Notification



Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218

FR ID: 51-1814
GM: N242437120

- o *Integrity*
- o *Safety*
- o *Quality*
- o *Customer Service*

<<OWNER NAME/DEALERNAME>>
<<ADDRESS>>
<<CITY>>, <<ST>> <<ZIP-XXX>>

August 2024

This Notice applies to your vehicle VIN listed above.

Forest River is alerting you to a General Motors/Chevrolet Customer Satisfaction Notification N242437120 involving certain 2023-2024 Rockport Work Trucks, and 2024-2025 Sunseeker Class C Motorhome Recreational Vehicles. Please see the information below which describes the issue and provides you with details on the steps you should take to have your vehicle repaired.

WHAT IS THE ISSUE?

Certain vehicles may not contain the hardware necessary to support Bluetooth connectivity or wifi hotspot capability.

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River Inc.
Office of Corporate Compliance



Chevrolet
 P.O. Box 909989
 Milwaukee, WI 53209-9989



N242437120 1GB3GSC79P1253145 13 4088-04-0003740
 FOREST RIVER INC
 900 COUNTY ROAD 1 N
 ELKHART, IN 46514-8992



May 2024

This notice applies to your vehicle, **VIN: 1GB3GSC79P1253145.**

Dear Forest River Inc:

We have learned that your 2023 model year Chevrolet Express may not contain the hardware necessary to support Bluetooth connectivity or wi-fi hotspot capability.

Your satisfaction with your Express is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your Chevrolet dealer will provide a reimbursement check in the amount of \$60.00 USD. This service will be performed for you at **no charge until May 31, 2026.** After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to begin the reimbursement process. **If your vehicle is registered in the name of an individual:** Please provide this customer letter, your driver's license, and the vehicle registration to the dealer to receive your reimbursement check. **If your vehicle is registered in the name of a company:** Please provide this customer letter, proof of the vehicle's automobile insurance and the vehicle registration to the dealer to receive your reimbursement check.

If you have any questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 711 / 1.800.833.2438).

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.

We truly appreciate you taking the time to help us process the reimbursement check for your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
 Global Executive Director
 Customer Experience Operations

N242437120



general motors