



Campaign Tip

Vehicle Concerns Before Recall Repair Available

This notice is for: All dealer personnel

Date October 07, 2024

IMPORTANT! A vehicle may exhibit symptoms that appear to be related to a recall with a Repair Not Available (RNA) status.

As always, dealers should diagnose customer vehicle concerns and repair as needed using existing parts and procedures – even if the recall repair/remedy is not yet available. This helps address the customer concern while awaiting a recall remedy.

This work cannot be billed/claimed against the recall.

IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: 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. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

<END OF MESSAGE>