

GENERAL MOTORS
DCS7088
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 5, 2024

Subject: N242481861 - Customer Satisfaction Program
Missing Rear Vision Camera Display

Models: 2024 Chevrolet Express
2024 GMC Savana

General Motors is releasing Customer Satisfaction Program N242481861 today.

What Should Dealers Do: Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin and it will also be displayed in Service Information tomorrow.

The Stock VIN list of vehicles in dealer inventory is attached to this message. Note: this list is only accurate at the time of report creation and all VINs should be validated in IVH prior to repair.

END OF MESSAGE

Customer Satisfaction Program

N242481861 Missing Rear Vision Camera Display



Release Date: December 2024

Revision: 00

Attention: **IMPORTANT: Please be sure the inspection was completed before ordering the inside rearview mirror. There is an extremely low occurrence that the inside rearview mirror will need replacement. Please do not order this part for shelf stock.**

This program is in effect until January 31, 2027.

Make	Model	Model Year	
		From	To
Chevrolet	Express	2024	2024
GMC	Savana	2024	2024

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	Certain vehicles listed above may be missing the required rear vision camera video display because the wrong inside rearview mirror was installed.
Correction	Dealers will inspect and replace the inside rearview mirror, if necessary.

Parts

Quantity	Part Name	Part No.
1	MIRROR ASM-I/S RR VIEW	*

IMPORTANT: Please be sure the inspection was completed before ordering the inside rearview mirror. There is an extremely low occurrence that the inside rearview mirror will need replacement. Please do not order this part for shelf stock.

Note: * Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Inside Rearview Mirror to order.

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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107717	Inspect Inside Rearview Mirror – No Further Action Required	0.1	ZFAT	N/A
9107718	Inside Rearview Mirror Replacement (includes inspection)	0.2	ZFAT	N/A

Service Procedure

IMPORTANT: Please be sure the inspection was completed before ordering the inside rearview mirror. There is an extremely low occurrence that the inside rearview mirror will need replacement. Please do not order this part for shelf stock.



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1. Inspect the vehicles Inside Rearview Mirror for rear vision camera wiring harness connection.
 - a. If the Inside Rearview Mirror has a rear vision camera wiring harness connection, no further action is required.

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- b. If the vehicle DOES NOT have a rear vision camera wiring harness connection, proceed to Step 2.

Note: The wiring harness is located behind the front of the Headlining Front Trim Panel. Removal of the headlining is NOT necessary.

2. Remove the non-rear vision camera equipped Inside Rearview Mirror. Refer to *Inside Rearview Mirror Replacement* in SI.
3. Install the rear vision camera equipped Inside Rearview Mirror. Refer to *Inside Rearview Mirror Replacement* in SI.

Dealer Responsibility

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action 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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through the end date as noted in the Attention box. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program 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 program enters your vehicle inventory or is in your facility for service through the end date as noted in the Attention box, you must take the steps necessary to be sure the program correction has been made before selling or 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 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 – 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 program on their vehicle (see copy of sample customer letter included with this bulletin).



Customer Satisfaction Program

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This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your GM vehicle may be missing the required rear vision camera video display because the wrong inside rearview mirror was installed.

Your satisfaction with your vehicle 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 GM dealer will inspect and replace the inside rearview mirror, if necessary. This service will be performed for you at **no charge until January 31, 2027**. 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 schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

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.

Division	Number
Chevrolet	1-800-222-1020
GMC	1-800-462-8782
Puerto Rico – English	1-866-467-9700
Puerto Rico – Español	1-866-467-9700
Virgin Islands	1-866-467-9700

We truly appreciate you taking the time to remedy 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

N242481861