

Part 573 Safety Recall Report

24V-858

Manufacturer Name : General Motors, LLC**Submission Date :** NOV 14, 2024**NHTSA Recall No. :** 24V-858**Manufacturer Recall No. :** N242481860**Manufacturer Information :****Population :**

Manufacturer Name : General Motors, LLC

Number of potentially involved : 582

Address : 29427 Louis Chevrolet Road
MAIL CODE 480-210-2V WARREN MI
48093

Estimated percentage with defect : 1 %

Company phone : 586-596-1733

Vehicle Information :

Vehicle 1 : 2024-2024 Chevrolet Express Cutaway

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records were used to determine the affected vehicles.

This recall only involves commercial cutaway vehicles with a gross vehicle weight rating (GVWR) under 4536 Kg (10,000 lbs) sold with inside rearview mirror video display (RPO DRJ). Chevrolet Express Passenger and Cargo Vans and vehicles with a GVWR over 4536 Kg (10,000 lbs.) are not included in this recall. Vehicles produced outside of the suspect manufacturing window are not included in this recall.

There are 326 Chevrolet Express vehicles affected by this recall.

Production Dates : AUG 01, 2024 - SEP 17, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2024-2024 GMC Savana Cutaway

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records were used to determine the affected vehicles.

This recall only involves commercial cutaway vehicles with a gross vehicle weight rating (GVWR) under 4536 Kg (10,000 lbs.) sold with the inside rearview mirror video display (RPO DRJ). GMC Savana Passenger and Cargo Vans and vehicles over 4536 Kg (10,000 lbs.) are not included in this recall. Vehicles produced outside of the suspect manufacturing window are not included in this recall.

There are 256 GMC Savana vehicles affected by this recall.

Production Dates : AUG 01, 2024 - SEP 17, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the Noncompliance : General Motors has decided that certain 2024 model year Chevrolet Express and GMC Savana vehicles potentially fail to conform to Section S6.2 of Federal Motor Vehicle Safety Standard (FMVSS) No. 111, "Rear Visibility." These vehicles may be missing the required rear vision camera video display because the wrong inside rearview mirror was installed.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : If the rear vision camera display is missing, there is increased risk of a crash during a backing event.

Description of the Cause : Navistar, the manufacturer of these vehicles, installed a base-level inside rearview mirror instead of the mirror with the built-in rear vision camera video display.

Identification of Any Warning that can Occur : Upfitters, dealers, or owners may notice that the mirror does not have a connection for the harness exiting the headliner immediately above the mirror.

Involved Components :

Component Name 1 : MIRROR ASM-I/S RR VIEW

Component Description : Base-Level Inside Rearview Mirror

Component Part Number : 13524917

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

On October 7, 2024, a GM quality engineer submitted this issue to GM's Speak Up For Safety (SUFS) program after regular warranty claim monitoring identified an increase in claims involving inside rearview mirrors on 2024 Express and Savana cutaway products. GM opened a product investigation on October 11, 2024. GM's investigation discovered that Navistar incorrectly installed a base-level inside rearview mirror on some vehicles instead of the mirror with the built-in rear vision camera video display. An analysis of field data completed on October 30, 2024, found 75 complaints potentially related to this condition. These were received by GM between August 19, 2024 and October 7, 2024 and all were traced back to the same Navistar operator. GM is not aware of any accidents or injuries related to this condition. On November 7, 2024, GM's Safety Field Action Decision Authority (SFADA) decided to conduct a noncompliance recall on vehicles with a GVWR under 10,000 lbs. (4536 Kg) assembled by this operator at Navistar's plant from August 1, 2024 to September 17, 2024.

Description of Remedy :

Description of Remedy Program : Dealers will inspect and replace the inside rearview mirror, if necessary. Pursuant to 49 C.F.R. § 573.13(d)(1), all covered vehicles are under warranty, so reimbursement is not offered.

How Remedy Component Differs from Recalled Component : The replacement mirror has a built-in rear vision camera video display.

Identify How/When Recall Condition was Corrected in Production : Containment efforts were initiated on October 9, 2024, including a yard-hold and implementation of 100% inspection.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified on November 14, 2024. Customer notification is estimated to begin on December 30, 2024

Planned Dealer Notification Date : NOV 14, 2024 - NOV 14, 2024

Planned Owner Notification Date : DEC 30, 2024 - DEC 30, 2024

* NR - Not Reported