

Frequently Asked Questions (FAQs) for NonCompliance Recall N192218960 Incorrect Rear Quarter Glass

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

Q1) Which vehicles are involved?

A1) 2016 – 2019 Chevrolet Express and GMC Savana vehicles.

Q2) What is the issue or condition?

A2) General Motors has decided that certain 2016 – 2019 Chevrolet Express and GMC Savana vehicles may fail to conform to S4.2.1 of Federal Motor Vehicle Safety Standard (FMVSS) 226, Ejection Mitigation. In these vehicles, tempered glass was used instead of laminated glass to manufacture one or both rear-quarter windows. Windows made of tempered glass may cause the window opening to fail to meet the headform-displacement requirements of S4.2.1. of FMVSS 226. Tempered glass was mistakenly listed in GM's part release system for the left rear-quarter glass in long wheelbase (155") cargo-crew configurations and for both the left and right rear-quarter glass in short wheelbase (135") cargo-crew configurations.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) None

Q4) What is the remedy/repair?

A4) Dealers will replace tempered glass with laminated glass in the left rear-quarter position for long wheelbase vehicles and both left and right rear-quarter positions for short wheelbase configurations.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) Vehicles that do not meet the headform-displacement requirements of S4.2.1 of FMVSS 226 may create additional risk of injury during a rollover or side impact.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, parts are now available for all involved vehicles.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

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Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.