

Part 573 Safety Recall Report

19V-644

Manufacturer Name : General Motors LLC**Submission Date :** SEP 20, 2019**NHTSA Recall No. :** 19V-644**Manufacturer Recall No. :** N192264500**Manufacturer Information :**

Manufacturer Name : General Motors LLC

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

Company phone : 586-596-1733

Population :

Number of potentially involved : 91,399

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2019 Chevrolet Express

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Population includes 2019 vehicles manufactured prior to correction implemented July 30, 2019.

Vehicles built with the correction are not included in the recall.
68,343 Chevrolet Express vehicles are affected by this recall.

Production Dates : MAY 14, 2018 - JUL 30, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2019-2019 GMC Savana

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Population includes 2019 vehicles manufactured prior to correction implemented July 30, 2019.

Vehicles built with the correction are not included in the recall.
23,056 GMC Savana vehicles are affected by this recall.

Production Dates : MAY 15, 2018 - JUL 26, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Description of Noncompliance :

Description of the Noncompliance : General Motors has decided that certain 2019 model year Chevrolet Express and GMC Savana vehicles may fail to conform to S7.3 of Federal Motor Vehicle Safety Standard (FMVSS) 208, Occupant crash protection. In these vehicles, the seatbelt-unfastened telltale will not illuminate for approximately five seconds after the ignition is moved to the on or start position. There is no impact to the vehicle's seatbelt systems, and the telltale will function normally after the five-second delay.

FMVSS 1 : 208 - Occupant crash protection

FMVSS 2 : NR

Description of the Safety Risk : During the five-second delay, the telltale will not alert the driver that the driver's seatbelt is unbuckled, however, there is no delay in the activation of seat belt warning chimes.

Description of the Cause : A software change implemented for 2019 model year Chevrolet Express and GMC Savana vehicles contains an error that inhibits the activation of the telltale for five seconds after vehicle startup.

Identification of Any Warning that can Occur : NR

Supplier Identification :**Component Manufacturer**

Name : Aptiv Avenida Fomento Industrial S/N

Address : Parque Industrial Del Norte CP 88736
Reynosa FOREIGN STATES

Country : Mexico

Chronology :

On June 13, 2019, a GM dealership in Canada identified two vehicles with the subject condition. A GM engineer reported the issue through GM's Speak Up For Safety program on June 14, 2019. On June 18, 2019, GM opened a formal product investigation.

On August 29, 2019, GM's Safety Field Action Decision Authority (SFADA) reviewed the results of GM's investigation and analysis regarding the effect of the condition. SFADA determined that the condition constitutes a potential noncompliance under FMVSS 208 and decided to conduct a noncompliance recall on certain 2019 model year Chevrolet Express and GMC Savana vehicles.

Description of Remedy :

Description of Remedy Program : Dealers will reprogram the instrument panel cluster (IPC). Pursuant to 577.11, GM will provide reimbursement to owners for repairs according to the plan submitted on May 17, 2019.

How Remedy Component Differs from Recalled Component : The revised IPC software corrects the condition that caused a five second delay in activating the telltale light.

Recalled Component Name: Cluster Asm-Inst

Recalled Component Description: Instrument Panel Cluster Calibration Software

Recalled Component Part Number: 84192186

Recalled Component Country of Origin: Mexico

Identify How/When Recall Condition was Corrected in Production : Software calibration revisions to correct the condition were implemented in the plant on July 30, 2019.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified on September 6, 2019. GM plans to mail owner notification letters on October 3, 2019.

Planned Dealer Notification Date : SEP 06, 2019 - SEP 06, 2019

Planned Owner Notification Date : OCT 03, 2019 - OCT 03, 2019

* NR - Not Reported