

**Reference Number: GCUS-3-3156**

## **Stop Delivery Order for Safety Recall A232424660 - Unwanted Automatic Emergency Braking**

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6801

URGENT - DISTRIBUTE IMMEDIATELY

Date: February 22, 2024

Subject: Stop Delivery Order for Safety Recall A232424660

Unwanted Automatic Emergency Braking

Models: 2023 Chevrolet Colorado

2023 GMC Canyon

To: All General Motors Dealers

### **STOP DELIVERY ORDER**

Effective immediately, stop the delivery of certain 2023 model year Chevrolet Colorado and GMC Canyon vehicles in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about a safety recall that involves these vehicles. The GM recall number is A232424660.

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 until the defect is remedied.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2023 model year Chevrolet Colorado and GMC Canyon vehicles. The front camera module (FCM) system in these vehicles may, under certain conditions, improperly command an automatic emergency braking (AEB) event. If an unwarranted AEB event occurs and causes the vehicle to unnecessarily stop or slow down, there is an increased risk of a crash.

The remedy is not available at this time. This GlobalConnect message will be updated with further details in the near future.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this recall. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. To identify involved vehicles in dealer used inventory, run an Open VIN Report or Field Action Initiation Report using Field Action Reports-GFAM within the Maxis Dealer Application in GlobalConnect.

**Frequently Asked Questions Document (FAQs)**

Attached to this message you will find a document that addresses the most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "02/22/2024" under Release Date and "Incomplete – Remedy Not Available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working to develop a remedy as quickly as possible. When a remedy is available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS