

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6552
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 4, 2023

Subject: N232398761 - Emission Recall
VECI Label Contains Incorrect Frontal Area Value

Models: 2021-2023 Chevrolet Express
2021-2023 GMC Savana

To: All General Motors Dealers

General Motors is releasing Emission Recall N232398761 today. The total number of U.S. vehicles involved is approximately 11,438. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on May 11, 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 4, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Emission Recall

N232398761 VECI Label Contains Incorrect Frontal Area Value



Release Date: May 2023

Revision: 00

Attention: Vehicles involved in this recall were placed on stop delivery March 30, 2023, in Canada only. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles in the US and Canada that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express	2021	2023		
GMC	Savana	2021	2023		

Involved vehicles are marked "Open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided to conduct a voluntary emissions recall involving certain 2021-2023 Chevrolet Express and GMC Savana Cutaway vehicles. The Vehicle Emissions Control Information (VECI) label may not contain the correct maximum completed vehicle frontal area value.
Correction	Dealers will remove the existing label, clean and replace.

Parts

Do not order labels from GMCCA.

Important: Customers can expect to receive a label enclosed with their notification letter. If a replacement label is required for customer-owned vehicles, or for dealer used inventory vehicles, please follow the instructions below for your region. For customer owned vehicles only, labels will be mailed directly to owners of record. There should be no need to order labels for shelf stock in anticipation of customer vehicles being presented for repair.

For Dealer inventory or customers that didn't receive their label:

USA Dealers: Parts required to complete this recall are to be ordered online, through the GM 1Store via GlobalConnect, The VIN must be supplied. The label will be provided at no charge. Please order the label using item number 232398761 or the bulletin number N232398761.

Canada Dealers: If a replacement label is needed, please contact the Warranty Call Centre at 1-888-222-5546 to order labels which will be provided at no charge. Dealers will be required to provide a VIN at the time of ordering. If a VIN is not involved with this recall, a label will not be available or provided. Please use the Field Action number N232398761 when ordering the label.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106797	VECI Label Replacement	0.2	ZFAT	N/A
9106800	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	*

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Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

Note: Canada Only - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

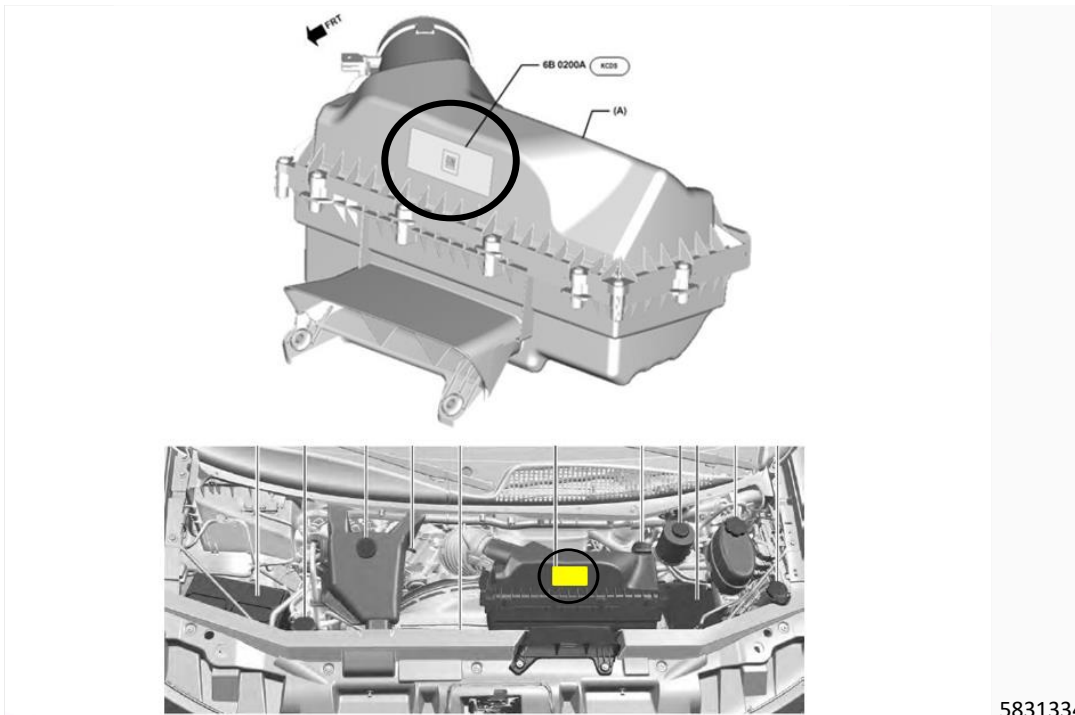
Important: The WCAP ZSET transaction labour code, 9800105, provided in the dealer message sent on April 19, 2023 (Canada), must have been submitted prior to the submittal of the ZFAT transaction labour code or the claim will reject.

* **Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (March 30, 2023) to the date the inspection or repair closed the recall bulletin. (not to exceed 39 days).

Vehicle	Working Capital Assistance Reimbursement Amount	
	USA	Canada
2021 Chevrolet Express	N/A	\$17.29
2022 Chevrolet Express	N/A	\$19.08
2023 Chevrolet Express	N/A	\$27.56
2021 GMC Savana	N/A	\$20.79
2022 GMC Savana	N/A	\$22.67
2023 GMC Savana	N/A	\$27.56

Service Procedure

1. Open the hood.






2. Clean the label area on the airbox using a non-oil based cleaner, preferably isopropyl alcohol (rubbing alcohol), Kent Acrysol, P/N 20005, or an equivalent cleaning solvent.

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822LV1NU9FH00385K 1J2 1FS2362287 
Feb 22 2021 09:09:57

 **VEHICLE EMISSION CONTROL INFORMATION**  GENERAL MOTORS LLC

Conforms to Regulations: 2022 Incomplete Fuel: Gasoline
U.S. EPA class / stds: HDV / TIER3, 40 CFR 1037.104 822LV1NU9FH00385K
California class / stds: MDV / ULEV200
Group: NGMXD04.3392 4.3L
Evap: NGMXF02176BB
DFI/HO2S/TWC, CA OBD: II
Completed vehicle maximums: CurbWt 7,670 lbs, GVWR 9,900 lbs, **Frontal Area 85 ft2.**

6340718

3. Affix the new Vehicle Emission Control Information Label overlay onto the label, in the location indicated by the above graphic. The new overlay will display Frontal Area 74 ft2.
4. Close the hood.
5. CALIFORNIA, COLORADO, CONNECTICUT, DELAWARE, MAINE, MARYLAND, MASSACHUSETTS, NEW JERSEY, NEW YORK, OREGON, RHODE ISLAND, VERMONT, WASHINGTON VEHICLES ONLY: Install a Recall Identification Label upon recall completion. See General Motors Service Policies and Procedures Manual, Recall Identification Label, for details.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired 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 Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) 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 CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering

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your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. 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 recall may be a violation of law in several states.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

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May 2023

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

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

Reason For This Recall: Your 2021-2023 model year Chevrolet Express or GMC Savana vehicle, may have a Vehicle Emissions Control Information (VECI) label with an incorrect maximum completed vehicle frontal area value.

What Will Be Done: The label for your vehicle is enclosed. To reduce your inconvenience, you can install the label by following the enclosed instructions. If you desire, however, you may take the label to your dealer for installation. This service will be performed for you at no charge.

What You Should Do: You should install your Vehicle Emissions Control (VECI) label overlay.

If you wish to have your dealer install the label, please contact your GM dealer as soon as possible to arrange a service date and to assure parts availability. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

If you have any questions or need any assistance, just contact your dealer or 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	Text Telephones (TTY)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
GMC	1-800-462-8782	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

Emission Law Information: In order to ensure your full protection under the emission warranty made applicable to your vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Regina A. Carto
Vice President
Global Product Safety and Systems

Enclosure
GM Recall: N232398761