

# Part 573 Safety Recall Report

# 23V-683

**Manufacturer Name :** General Motors, LLC**Submission Date :** OCT 13, 2023**NHTSA Recall No. :** 23V-683**Manufacturer Recall No. :** N232420460**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 : 234

Estimated percentage with defect : 2 %

**Vehicle Information :**

Vehicle 1 : 2023-2024 BrightDrop Zevo 600

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : GM Manufacturing records and supplier shipping records were used to identify vehicles potentially built with incorrect parts.

Vehicles produced outside of the suspect production window are not included in this recall. BrightDrop Zevo 400 models and models not equipped with the optional passenger jump seat are not affected by this recall.

Production Dates : MAR 03, 2023 - JUN 29, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2023 - 2024 model year BrightDrop Zevo 600 vehicles equipped with an optional passenger jump seat. These vehicles may have been assembled with an incorrect passenger-side upper B-pillar trim panel. An incorrect panel could interfere with proper deployment of the right-side roof-rail airbag ("RRAB") in certain side-impact crashes.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In certain side impact crashes in which the RRAB deploys, there is increased risk of injury to an occupant in the passenger seat.

Description of the Cause : A supplier may have shipped panels of an obsolete design to GM's assembly plant between June 15, 2023 and August 11, 2023.

Identification of Any Warning NR  
that can Occur :

## Involved Components :

Component Name 1 : PANEL ASM-CTR PLR UPR TR

Component Description : B-Pillar Trim

Component Part Number : 85016234

## Supplier Identification :

### Component Manufacturer

Name : US Farathane Corporation

Address : 39200 Ford Rd.

Westland Michigan 48185

Country : United States

## Chronology :

On August 11, 2023, a supplier quality engineer at GM's CAMI assembly plant reported a passenger-side upper B-pillar trim panel with an incorrect design level in CAMI's plant inventory. A Speak Up for Safety Report was submitted on August 15, 2023, and GM opened a product investigation on September 12, 2023.

GM's investigation determined that the panel supplier's shipments between June 15, 2023 and August 11, 2023 may have included a small number panels with an obsolete design. GM is not aware of any field incidents related to this condition. On October 5, 2023, GM's Safety and Field Action Decision Authority decided to conduct a safety recall.

## Description of Remedy :

Description of Remedy Program : Dealers will inspect the right side B-pillar trim and replace 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 : Remedy parts are the correct design level.

Identify How/When Recall Condition was Corrected in Production : Containment efforts were completed on August 15, 2023 at both GM's assembly plant and at the supplier's facility.

**Recall Schedule :**

Description of Recall Schedule : Dealers will be notified on October 12, 2023. Owner notification is estimated to begin on November 27, 2023.  
Planned Dealer Notification Date : OCT 12, 2023 - OCT 12, 2023  
Planned Owner Notification Date : NOV 27, 2023 - NOV 27, 2023

\* NR - Not Reported

## Frequently Asked Questions (FAQs) for Safety Recall N232420460 B-Pillar Trim May Interfere with Roof Rail Airbag Deployment

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)** General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2023 - 2024 model year BrightDrop Zevo 600 vehicles equipped with an optional passenger jump seat.

**Q2) What is the issue or condition?**

**A2)** These vehicles may have been assembled with an incorrect passenger-side upper B-pillar trim panel. An incorrect panel could interfere with proper deployment of the right-side roof-rail airbag ("RRAB") in certain side-impact crashes.

**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 inspect the right side B-pillar trim and replace if necessary.

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

**A5)** In certain side impact crashes in which the RRAB deploys, there is increased risk of injury to an occupant in the passenger seat.

**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, please see the attached bulletin for details.

**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/>.

# Safety Recall

## N232420460 B-Pillar Trim May Interfere with Roof Rail Airbag Deployment



**Release Date:** October 2023

**Revision:** 01

**Revision Description:** This bulletin is being revised to update the service procedure. Please discard all copies of N232420460.

**Attention:** 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 under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles 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.

This recall can only be completed by BrightDrop dealers or BrightDrop certified repair facilities who have met all BrightDrop specific training, tool and equipment requirements. Repairs must be performed by a technician who has successfully completed the required training.

| Make       | Model    | Model Year |      | RPO | Description |
|------------|----------|------------|------|-----|-------------|
|            |          | From       | To   |     |             |
| BrightDrop | Zevo 600 | 2023       | 2024 |     |             |

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.

|                   |  |
|-------------------|--|
| <b>Condition</b>  | General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2023 - 2024 model year BrightDrop Zevo 600 vehicles equipped with an optional passenger jump seat. These vehicles may have been assembled with an incorrect passenger-side upper B-pillar trim panel. An incorrect panel could interfere with proper deployment of the right-side roof-rail airbag ("RRAB") in certain side-impact crashes. In certain side impact crashes in which the RRAB deploys, there is increased risk of injury to an occupant in the passenger seat. |
| <b>Correction</b> | Dealers will inspect the right side B-pillar trim and replace if necessary.  |

### Parts

| Quantity        | Part Name           | Part No. |
|-----------------|---------------------|----------|
| 1 (As Required) | B Pillar Trim Panel | 85016234 |

Please follow normal ordering processes utilizing your BrightDrop Order Analyst. Please contact [support@gobrightdrop.com](mailto:support@gobrightdrop.com) for any parts ordering questions.

### Warranty Information

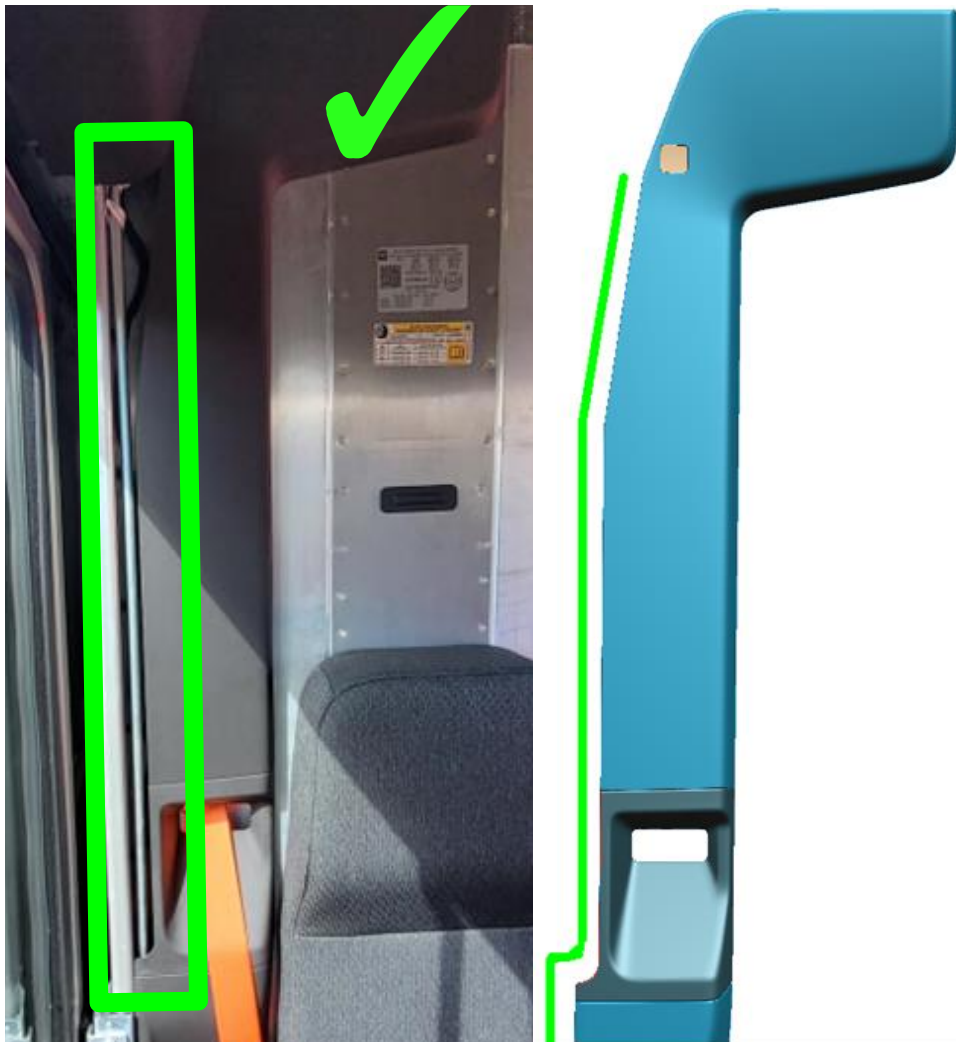
| Labor Operation | Description   | Labor Time | Trans. Type | Net Item |
|-----------------|---|------------|-------------|----------|
| 9107003         | Inspect B Pillar Trim Only – No Further Action Required | 0.2        | ZFAT        | N/A      |
| 9107004         | Replace B Pillar Trim (includes inspection)             | 0.3        | ZFAT        | N/A      |

### Service Procedure

**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

# Safety Recall

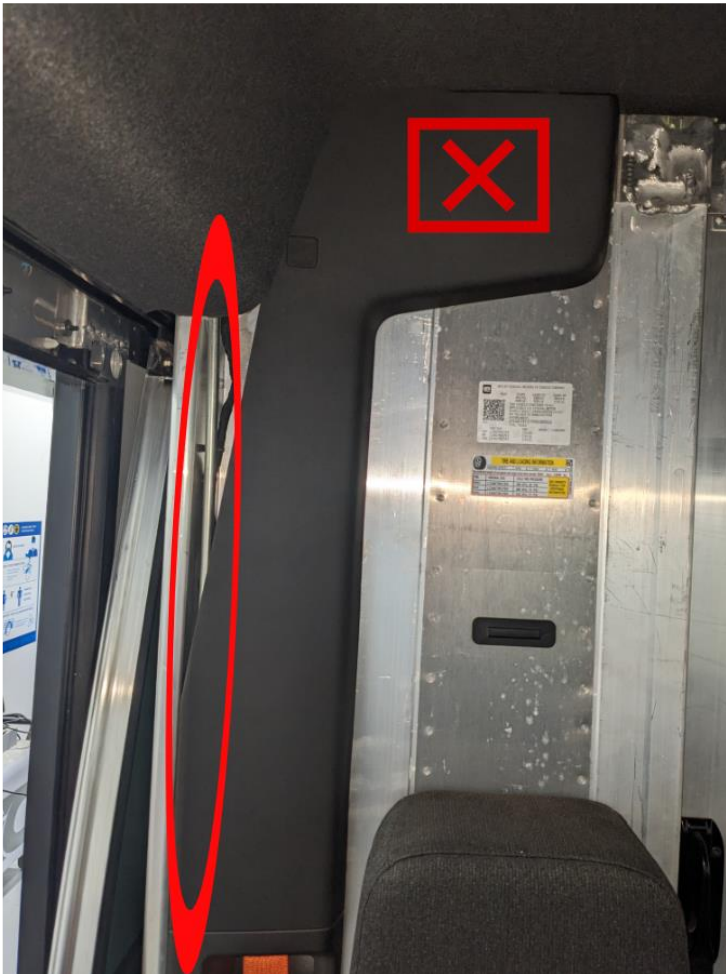
N232420460 B-Pillar Trim May Interfere with Roof Rail Airbag Deployment



6463479

## Safety Recall

N232420460 B-Pillar Trim May Interfere with Roof Rail Airbag Deployment



6463480





## Safety Recall

### N232420460 B-Pillar Trim May Interfere with Roof Rail Airbag Deployment



6463216

1. Inspect the B pillar trim panel on the passenger's side to determine if it is the correct variant per the above pictures.
  - If the B pillar trim panel is diagonally trimmed in the top left corner AND the airbag rail is visible all the way down to the bottom of the seatbelt bezel portion of the trim panel, no further action is required.
  - If the B pillar trim panel has any of the following conditions, replace it. Refer to *Center Pillar Upper Trim Panel Replacement - Right Side* in SI.
    - i. The B pillar trim panel is diagonally trimmed in the upper left portion, but the airbag rail is NOT visible all the way down to the bottom of the seatbelt bezel portion of the panel.
    - ii. The B pillar trim panel not trimmed at all in the upper left portion, and the airbag rail is not visible at all.
    - iii. The B pillar trim panel is diagonally trimmed and the airbag rail is visible, but only to the TOP of the seatbelt bezel portion of the panel.

#### **Dealer Responsibility** – For USA & Export (USA States, Territories, and Possessions)

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment

## Safety Recall

# N232420460 B-Pillar Trim May Interfere with Roof Rail Airbag Deployment



with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### Dealer Responsibility – All

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, 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 Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation 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. 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 recall 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 your facility for service, you are required to ensure the customer is aware of the open recall 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.

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**