

Frequently Asked Questions (FAQs) for NonCompliance Recall N192212270 *Incorrect Odometer Display*

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) 2019 Chevrolet 4500 HD/XD Low Cab Forward (LCF)
2019 Chevrolet 5500 HD/XD Low Cab Forward (LCF)
Equipped with 5.2L Diesel, 4-Cylinder Engine (I1B)

Q2) What is the issue or condition?

A2) Isuzu Motors Limited manufactured the 2019 model year Chevrolet 4500HD/XD and 5500HD/XD Series Medium Duty trucks equipped with 5.2L diesel engines. Isuzu has decided that some of these vehicles produced between August 24, 2018 and November 17, 2018 fail to comply with the requirements of Federal Motor Vehicle Safety Standard No. 101. As a result, GM is conducting a recall. These may have an odometer which accurately records the distance traveled in miles, but erroneously indicates “km” in the LCD display. The vehicle odometer display may incorrectly list the distance traveled in kilometers when it is actually being recorded in miles.

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 and if necessary replace the Instrument Panel Cluster (IPC).

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

A5) The vehicle odometer display may incorrectly list the distance traveled in kilometers when it is actually being recorded in miles.

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

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/>.

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

A10) Courtesy transportation is not applicable to this field action.