

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5071
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 19, 2019

Subject: Stop Delivery Order for Upcoming Safety Recall N192263640
Steering Knuckle Stopper Bolt

Models: 2018-2020 Chevrolet Low Cab Forward 6500XD Medium Duty Trucks

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2018-2020 model year Chevrolet Low Cab Forward 6500XD Medium Duty Trucks in new or used vehicle inventory. Isuzu Motors Limited, the manufacturer of these vehicles, has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these vehicles. The GM recall number is N192263640.

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.

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018-2020 model year Chevrolet Low Cab Forward 6500XD medium duty truck vehicles. The jam nut for the steering stopper bolt on the left side may loosen and allow the bolt to back away from the steering knuckle, reducing the steering radius of the vehicle in a left turn. The driver may initially apply enough force to the steering wheel to cause the bolt to bend or break.

To correct this condition, GM dealers will replace the existing left and right jam nuts with a Grade 8 jam nut, torque the nut to a new torque specification and apply Loctite to the nut and bolt. Where a bolt is damaged or missing the assembly will be replaced along with a Grade 8 jam nut.

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 upcoming recall on June 18, 2019. 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. A file identifying involved vehicles in dealer used inventory will be published in GM GlobalConnect, under the Service tab in Field Action Inventory Reports.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten 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 "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity of parts is available, the recall bulletin will be released, and dealers can begin repairing vehicles.

END OF MESSAGE
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