

Product Safety Recall

N192263741 Relay Fuse Box Bolt – US Only



Release Date: October 2019

Revision: 01

Revision Description: This bulletin has been updated to add the customer notification letter. Please discard all previous copies of N192263741.

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.

Vehicles involved in this recall were placed on stop delivery September 9, 2019. Once the service procedure contained in the 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 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.

ONLY Chevrolet Medium Duty dealers can complete this recall repair.

This bulletin was originally released as Customer Satisfaction Program N192263740 on August 29, 2019 which has now been closed due to this Safety Recall.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Low Cab Forward 3500/4500/6500XD MD	2017	2019		

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	This recall affects certain 2017-2019 model year Chevrolet Low Cab Forward 3500/4500/6500XD medium duty vehicles. In some of the affected vehicles, the power supply bolt in the relay box may not have been properly tightened during harness production at the supplier. This may lead to melting of the power wire and/or a loss of electrical power to the vehicle, which can lead to an engine stall.
Correction	The relay box power supply bolt will be inspected and torqued in all affected vehicles. During the inspection, the harness and relay box will be inspected for damage, and any excess insulation. If there is excessive insulation, the bolt will be removed, the excessive insulation will be trimmed away, and the bolt will then be torqued to the appropriate specification. If the harness or relay box is found to be damaged it will be repaired or replaced.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104276	Fuse Box Bolt Inspection (Includes necessary time to trim harness insulation) ADD: For Crew Cab Vehicles	0.5 -	ZFAT	N/A
9104675	Fusebox Harness Replacement	ST*		

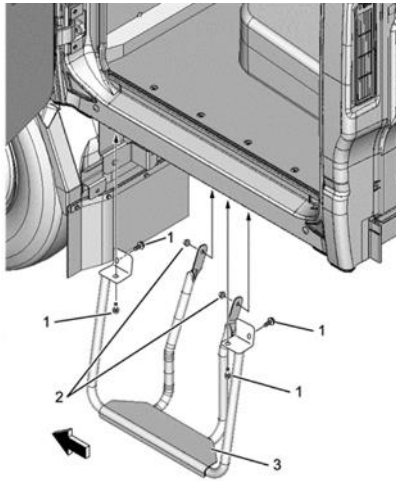
* **This labor code is for use only when** GM Technical Assistance Center (TAC) has instructed dealers to replace the Fuse box harness.

Service Procedure

1. Place the vehicle in park, apply the parking brake, and remove the key from the Engine Control Switch.
2. Disconnect the negative battery cable.

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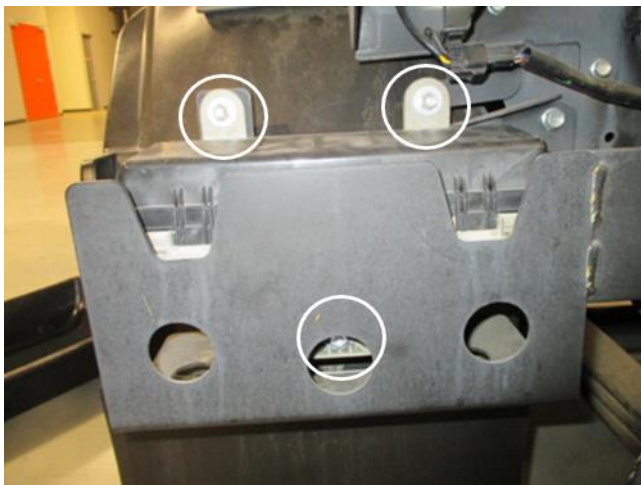
- (1) Bolt
- (2) Nut
- (3) Rear Step

3. If equipped, remove the driver side rear step. See picture above. Refer to *Step Replacement* in SI. If not proceed to the next step.



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4. Remove the fuse box lid to expose the relays and fuses. See picture above.



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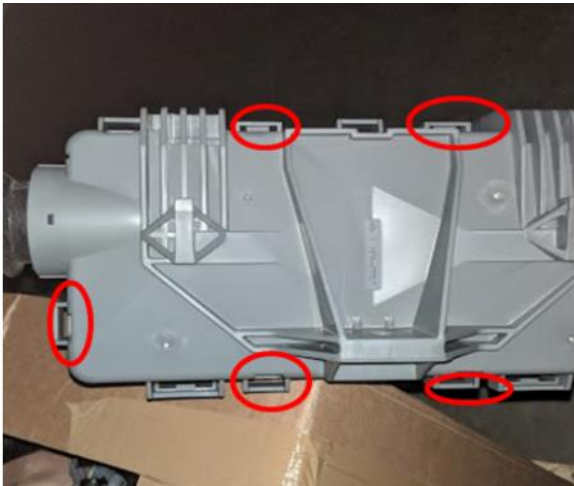
5. Remove the three (3) 12mm fuse box mounting bolts and set these aside for later use. See picture above.

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6. Flip the fuse box over and remove the lower cover using a flat blade screwdriver to release the five (5) locking tabs. Set lower cover to the side for later use. See pictures above.



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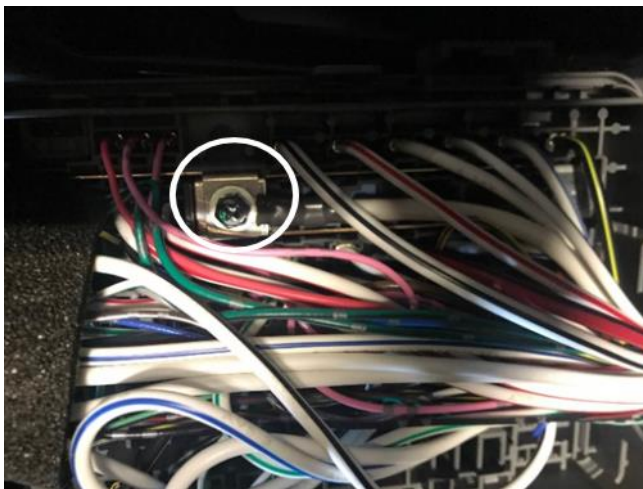


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7. Remove the inner cover by removing PVC tape, pulling the grommet off the end of the fuse box halves and using the same process to release the locking tabs as in Step 4. Set cover to the side. See pictures above.

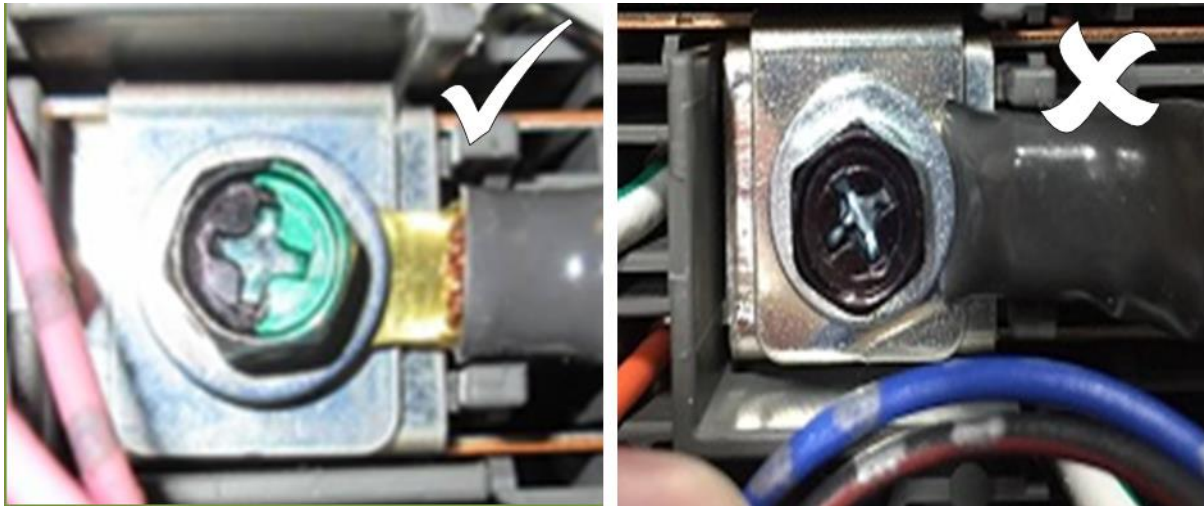


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8. Inspect the relay box power wire for any damage:
 - If there is any damage, take a picture similar to the photo above and contact GM Technical Assistance Center (TAC) for further instructions.
 - If there is NO DAMAGE, continue to step 9.

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9. Inspect the wire terminal insulation for excess insulation. See picture above.
 - If the insulation is not ok, proceed to step 10.
 - If the insulation is ok, proceed to step 11.
10. Remove the terminal bolt and lift the terminal away from the fuse box. Using a razor blade, carefully trim away any excess insulation as necessary. Then reinstall the bolt.
11. Torque the power supply terminal bolt to 3.4 Nm (30.1 lb in.)
12. Install the white inner fuse box cover.
13. Install the rubber grommet and tape as necessary.
14. Install the fuse box lower cover.
15. Mount the fuse box onto the vehicle using the three 12mm bolts removed from step 5 and torque to 7.1 Nm (5.3 lb ft.).
16. Install the fuse box cover.
17. Install the driver side rear step if equipped. Torque to 18 Nm (13 lb ft.). See picture above. Refer to *Step Replacement* in SI.
18. Install the negative battery cable. Torque to 6 Nm (53 lb in.).

Dealer Responsibility

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 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 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.

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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 recall enters your vehicle inventory or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. The listing may contain customer names and addresses obtained 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 is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Customer Notification

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

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**



IMPORTANT SAFETY RECALL

October 2019

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

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2017-2019 model year Chevrolet Low Cab Forward 3500/4500/6500XD medium duty vehicles. These vehicles are manufactured by Isuzu. As a result, GM is conducting a safety recall.

We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N192263741.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

In some of the affected vehicles, the power supply bolt in the relay box may not have been properly tightened during harness production at the supplier. This may lead to melting of the power wire and/or a loss of electrical power to the vehicle, which can lead to an engine stall. If the bolt is loose, the vehicle could lose electrical power and stall while being driven, increasing the risk of a crash.

What will we do?

Your GM dealer will inspect and torque the power supply bolt in all affected vehicles. During the inspection, the harness and relay box will be checked for damage and any excess insulation. If there is any excessive insulation, the bolt will be removed, the excess insulation will be trimmed away, and the bolt will then be torqued to the appropriate specification. If the harness or relay box is found to be damaged it will be repaired or replaced. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 48 minutes, but additional time may be necessary.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 19V647.

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Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs
Vice President
Global Vehicle Safety

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