

Frequently Asked Questions (FAQs) for Safety Recall N192263741 Relay Fuse Box Bolt

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) Certain 2017-2019 Chevrolet Low Cab Forward 3500/4500/6500XD MD Trucks.

Q2) What is the issue or condition?

A2) 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.

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) 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.

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

A5) If the bolt is loose, the vehicle could lose electrical power and stall while being driven, increasing the risk of a crash.

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, the remedy/repair is available now, 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/>.

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

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