

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5228  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 20, 2019

Subject: Stop Delivery Order for Upcoming Safety Recall N192286810

Models: 2019-2020 Chevrolet Low Cab Forward Trucks

To: All General Motors Medium Duty Dealers

**STOP DELIVERY ORDER**

Effective immediately, stop the delivery of certain 2019-2020 model year Chevrolet Low Cab Forward vehicles in new or used vehicle inventory. Isuzu Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these vehicles. The GM recall number is N192286810.

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.

The lug nuts on the rear outer wheels may not have been properly tightened and/or torqued when installed onto the rear axles.

To correct this condition, dealers will inspect lug nuts and torque as required. Dealers will also replace any missing lug nuts.

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 will be updated for this upcoming recall on November 21, 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.

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM 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.

END OF MESSAGE  
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