

Frequently Asked Questions (FAQs) for Safety Recall N192286810 Lug Nuts may not have been properly tightened

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) 2019-2020 Chevrolet Low Cab Forward Trucks (4500HD, 4500XD, 5500HD, 5500XD).

Q2) What is the issue or condition?

A2) The lug nuts on the rear outer wheels may not have been properly tightened and/or torqued when installed on the rear axles.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) Customers have noticed at low mileages that one or more lug nut is missing. If a vehicle continues to be driven as the lug nut(s) loosen, the lug nut(s) and the wheel will generate considerable noise.

Q4) What is the remedy/repair?

A4) Dealers will inspect the rear outer lug nuts and tighten them or install new ones if necessary.

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

A5) If the lug nuts were not properly tightened and/or torqued, they can loosen and the wheel may ultimately separate from the vehicle, increasing the risk of a crash and/or injury to persons or property.

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.

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 available for Medium Duty customers.