

Product Safety Recall

N192286810 Rear Outer Wheel Nut Inspection and Torque



Release Date: January 2020

Revision: 01

Revision Description: This bulletin was revised to include the customer letter. Please discard all previous copies of bulletin N192286810.

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 November 20, 2019. Once the service procedure contained in this 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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	4500HD, 4500XD, 5500HD, 5500XD	2019	2020		

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	Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2019-2020 Chevrolet 4500 HD/XD & 5500 HD/XD Medium Duty Trucks equipped with diesel engines. These vehicles are manufactured by Isuzu. In some of the affected vehicles, the rear outer wheel lug nuts may not have been properly tightened and/or torqued when installed onto the rear axles at the Baltimore port. The lug nuts may loosen and the wheel may ultimately separate from the vehicle, increasing the risk of a crash and/or injury to persons or property.
Correction	Dealers will inspect the rear outer wheel lug nuts to assure they have been torqued to specification on all involved trucks, replacing any missing lug nuts.

Parts

Quantity	Part Name	Part No.
As Required	R NUT, RR WHL LK (M30) (RH THREAD)	97359809
As Required	L NUT, RR WHL LK (M30) (LH THREAD)	97359810

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which lug nut to order if required.

Due to the small number of vehicles involved, (554), and due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace missing lug nuts. These lug nuts are sold in a 8 unit package.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104658	Rear Outer Wheel Inspection and Torque (Both Driver and Passenger Side)	0.3	ZFAT	N/A

Service Procedure

- Place the vehicle in park, apply the parking brake and remove the key from the ignition.
- Inspect both driver side and passenger side of the rear outer wheels to ensure all lug nuts are present. Replace any missing lug nuts as necessary.

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NOTE: Driver side rear outer wheel nuts are left-hand threaded and must be torqued counter-clockwise.

- Using a torque wrench, tighten all of the driver and passenger side rear outer wheel lug nuts to 500 Nm (362 lb ft) in the sequence shown above.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

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/repared 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.

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.

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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

USA & Canada - 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**

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IMPORTANT SAFETY RECALL

February 2020

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 2019-2020 Chevrolet 4500 HD/XD & 5500 HD/XD Medium Duty Trucks equipped with diesel engines. 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 N192286810.
- Schedule an appointment with your Chevrolet Medium Duty dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The rear outer wheel lug nuts may not have been properly tightened and/or torqued when installed onto the rear axles at the Baltimore port. The lug nuts may loosen and the wheel may ultimately separate from the vehicle, increasing the risk of a crash and/or injury to persons or property.

What will we do?

Your GM dealer will inspect the rear outer wheel lug nuts to assure they have been torqued to specification on all involved trucks, replacing any missing lug nuts. 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 time of approximately 20 minutes.

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 19V835.

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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