

## **Frequently Asked Questions (FAQs) for Safety Recall N202303150 Chassis Wiring Harness May Contact Leaf Spring Bracket**

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) 2018-2020 Chevrolet 6500XD Low Cab Forward Medium Duty Trucks.

**Q2) What is the issue or condition?**

A2) The chassis wire harness outside the relay box was improperly routed. As routed, it can contact the suspension's leaf spring hanger bracket, causing the harness to chafe and the wires to be damaged.

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

A3) There are numerous wires within the harness and circuits affected. Depending on the circuit impacted, the driver may receive a warning and/or a warning light informing the driver that an underlying system has been affected.

**Q4) What is the remedy/repair?**

A4) The remedy will install two new clamps to ensure the harness does not contact the bracket.

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

A5) Depending on which of the wires within the harness is affected, different systems could be impacted, yielding varying possible results including the possibility of a vehicle stall and/or reduced functionality of the ABS brake system. These results could increase 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) No, when a sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

**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.