

# Product Safety Recall

## N202316700 Starter Ground Cable Breakage – US Only



**Release Date:** October 2020

**Revision:** 01

**Revision Description:** This bulletin has been updated to include the customer letter. Please discard all previous copies of N202316700.

**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 September 11, 2020. 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.

**If the Starter Ground Cable is found to be separated during replacement, the flexible power steering hose should also be inspected for electrical heat damage. It is estimated that only 1% involved vehicles will require parts replaced. Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

ONLY Chevrolet Medium Duty dealers can complete this recall repair.

| Make      | Model                  | Model Year |      | RPO | Description                       |
|-----------|------------------------|------------|------|-----|-----------------------------------|
|           |                        | From       | To   |     |                                   |
| Chevrolet | 6500XD Low Cab Forward | 2018       | 2021 |     | Produced prior to August 14, 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.

|                   |   |
|-------------------|---|
| <b>Condition</b>  | Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018-2021 model year Chevrolet 6500XD Low Cab Forward vehicles produced before August 14, 2020. In the affected vehicles, the ground cable connecting the starter motor to the vehicle frame may break at the starter-side eyelet, which can result in an engine no-crank or slow-crank condition, causing the vehicle not to start. If the driver attempts to start the engine after the cable has broken, electrical current will flow through the steel braiding of the power steering hose rather than through the broken cable, generating heat within the power steering hose. Once the cable is broken, if the driver makes repeated efforts to restart the engine or if the key is held in the engine start position for an extended period of time, enough heat may be generated to melt and potentially to rupture the power steering hose. If the power steering hose ruptures, power steering fluid may leak onto a hot engine or exhaust surface increasing the risk of a fire. |
| <b>Correction</b> | Dealers will replace the Starter Ground Cable and, if necessary, the flexible power steering hose will also be replaced.  |

### Parts

| Quantity | Part Name            | Part No. |
|----------|----------------------|----------|
| 1        | Starter Ground Cable | 97663264 |
| 1        | Power Steering Hose  | 98212319 |

**It is estimated that only 1% involved vehicles will require parts replaced. Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

**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 |
|-----------------|--|-------------|-------------|----------|
| 9105301         | Starter Ground Cable Replacement<br>ADD: Power Steering Hose Replacement | 0.5*<br>0.4 | ZFAT        | N/A      |

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|         |  |          |      |       |
|---------|--|----------|------|-------|
| 9105302 | Customer Reimbursement Approved<br>- For USA dealers only              | -<br>N/A | ZFAT | **    |
| 9105303 | Customer Reimbursement Denied – For USA dealers only                   | N/A      | ZFAT | ***   |
| 9105304 | Floor Plan Reimbursement – NEW INVENTORY ONLY                          | N/A      | ZFAT | ****  |
| 9105305 | Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY | N/A      | ZFAT | ***** |

Note: To avoid having to “H” route the customer reimbursement / floor plan / WCAP transaction for approval, it must be submitted prior to the repair transaction.

\* Includes 0.1 hours for administrative allowance.

\*\* For USA: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

\*\*\* Submit \$10.00 administrative allowance in Net/Admin Allowance.

### Floor Plan Reimbursement – NEW INVENTORY ONLY

\*\*\*\* **USA Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (September 11, 2020) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 32 days):

| Vehicle                      | Floor Plan Reimbursement Amount |
|------------------------------|---------------------------------|
|                              | USA                             |
| 2018 Chevrolet LCF 6500XD MD | N/A                             |
| 2019 Chevrolet LCF 6500XD MD | \$4.81                          |
| 2020 Chevrolet LCF 6500XD MD | \$6.04                          |
| 2021 Chevrolet LCF 6500XD MD | \$6.04                          |

### Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

**Note: USA Only** - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

**Important: The WCAP ZSET transaction labor code, 9800054, provided in the dealer message sent on September 25, 2020, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.**

\*\*\*\*\* **USA Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (September 11, 2020) to the date the inspection or repair closed the recall bulletin. (not to exceed 32 days).

| Vehicle                      | Working Capital Assistance Reimbursement Amount |
|------------------------------|---|
|                              | USA   |
| 2018 Chevrolet LCF 6500XD MD | \$11.22   |
| 2019 Chevrolet LCF 6500XD MD | \$12.72   |
| 2020 Chevrolet LCF 6500XD MD | \$18.11   |
| 2021 Chevrolet LCF 6500XD MD | N/A   |

### Service Procedure

1. Place the vehicle in park, apply the parking brake, turn the engine off and block the rear tires.

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5652001

2. At right side of vehicle, close to rear of the front tire, locate starter ground cable.



5652003

3. Remove bolt from the frame end of the grounding cable.



5652004

4. Remove bolt from the starter end of the grounding cable.
5. Clean the area of the frame and the starter where the starter ground cable is mounted. Remove any rust or dirt that may interfere with the connection.

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5652005

6. Using previously removed bolt, attach new cable to starter first. Ensure part number label is toward starter and ensure flat side of eyelet is flush to starter housing. Torque to 40 Nm (30 ft.lb.).
7. Using previously removed bolt, attach cable to frame. Ensure flat side of eyelet is flush to frame. Torque to 20 Nm (15 ft.lb.).



5652007

8. Ensure cable is installed and routed as shown.

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5652008

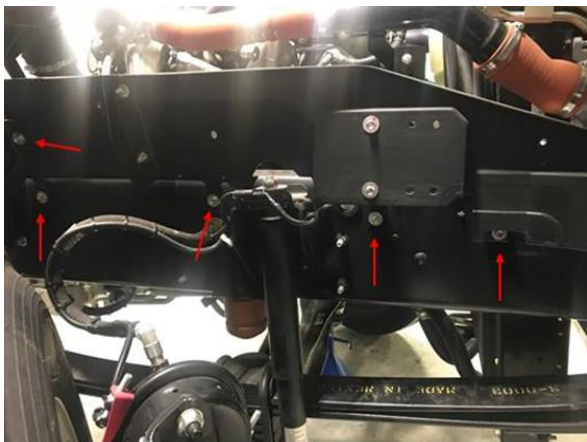
9. Paint the bolt heads with high visibility paint marker after proper torque has been completed.
10. If the ground harness broke upon removal or was found broken, continue to the Power Steering Hose Replacement section in this bulletin to complete the campaign. If the ground harness was not broken, proceed to Step 11.

|           |           |           |           |
|-----------|-----------|-----------|-----------|
| 0JSG00964 | 4JSG00904 | 6JSG00046 | 9JSG00106 |
| 1JSG00679 | 5JSG00183 | 6JSG00502 | XJSG00194 |
| 2KSG00627 | 5JSG00913 | 8JSG00503 | XJSG00518 |

11. Check the last 9 digits of the VIN against the VIN table above. If the VIN is included in the table, continue to the Power Steering Hose Replacement section in this bulletin to complete the campaign. If VIN is **NOT** included in the table, proceed to Step 12.
12. Inspect the power steering hose for unusual bulging/swelling or a leaking from the rubber flexible section of the hose. If a bulge/swell or leak is found, continue to step 13. If the hose is not leaking, no further action is required.

**NOTE: The power steering hose should be replaced ONLY if (a) the starter ground cable was found broken or broke upon removal, or (b) the power steering hose was bulging/swelling or leaking.**

### Power Steering Hose Replacement



5654990

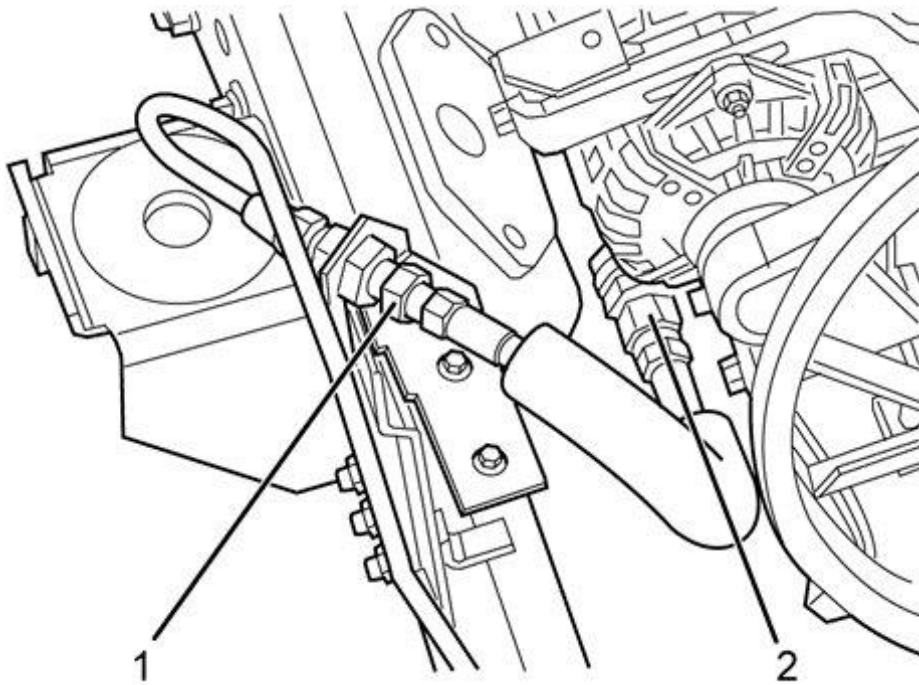
13. Remove the right-side noise cover from the frame by removing the five (5) bolts. Set the bolts aside for reuse later.
14. Place a drain pan under the power steering hose frame union fitting.

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**NOTE:** Be sure to use a wrench to hold the solid pipe fitting so it does not turn when loosening the hose nuts.



5652010

15. Remove the lower inlet hose nut (2) from the power steering pump pipe.
16. Remove the upper inlet hose nut (1) from the frame union.
17. Remove the inlet hose from the vehicle.

**IMPORTANT:** The power steering hose must not be twisted or bent during installation. Do not bend or distort the hose to make installation easier. Failure to follow these procedures could result in damage to the hose.

18. Route the hose in the same position the pipe/hose occupied prior to removal.
19. Smoothly route the hose in order to avoid sharp bends and kinking.

**NOTE:** Be sure to use a wrench to hold the solid pipe fitting so it does not turn when tightening the hose nuts.

20. Install the lower inlet hose nut (2) to the power steering pump pipe. Tighten the hose to 49-74 N·m (36-55 lb ft).
21. Install the upper inlet hose nut (1) to the frame union. Tighten the hose to 49-74 N·m (36-55 lb ft).
22. Fill the power steering to the proper level indicated on the power steering reservoir using Dexron VI fluid only.
23. Install the right engine compartment side panel.
24. Remove the drain pan from under the vehicle.
25. Start the engine and bleed the power steering system.

### Dealer Responsibility – For USA (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

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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/repaired 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.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses 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 may be a violation of law in several states.

### Customer Notification

USA - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

### Customer Reimbursement

See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA) or local Policies and Procedures, for details.

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**



# IMPORTANT SAFETY RECALL

October 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 2018-2021 model year Chevrolet 6500XD Low Cab Forward vehicles built before August 14, 2020. 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 N202316700.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

In the affected vehicles, the ground cable connecting the starter motor to the vehicle frame may break at the starter-side eyelet, which can result in an engine no-crank or slow-crank condition, causing the vehicle not to start. If the driver attempts to repeatedly start the engine after the cable has broken or holds key in the start position for an extended period of time, electrical current will flow through the steel braiding of the power steering hose, rather than through the broken cable, generating heat within the power steering hose. Enough generated heat may potentially damage or rupture the power steering hose. If the power steering hose ruptures, power steering fluid may leak onto a hot engine or exhaust surface increasing the risk of a fire.

### What will we do?

Your GM dealer will replace the ground cable in all affected vehicles and will inspect the power steering hose for any damage. The power steering hose will be replaced if the ground cable was broken or if the power steering hose is bulging/swelling or leaking. 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 inspection and service correction time of approximately one hour and five minutes.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

### Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

### 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) |
|----------------------|----------------|-----------------------|
| GM Medium Duty Truck | 1-800-862-4389 | N/A                   |

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 20V554.



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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

Enclosure  
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