

Product Safety Recall

N212333830 Rear Axle U-Bolt Nuts



Release Date: March 2021

Revision: 00

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.

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	LCF 4500HD	2017	2017		
	LCF 4500XD				
	LCF 5500HD				
	LCF 4500HD	2020	2020		
	LCF 4500XD				
	LCF 5500HD				
	LCF 5500XD				

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 has decided that a defect, which relates to motor vehicle safety, exists in certain 2017 and 2020 model year Chevrolet Low Cab Forward vehicles. In the affected vehicles, the U-bolt nuts for the rear axle may not have been properly tightened at the manufacturing plant. If the U-Bolt nuts loosen and fall off, the axle can misalign with the centering pin, allowing the rear axle to move rearward and the propeller shaft to separate at its slip joint. If the propeller shaft separates, the rear wheels will not receive power from the engine and the vehicle will stall, increasing the risk of a crash.
Correction	Dealers will inspect and, if needed, replace and tighten the rear axle U-bolt nuts.

Parts

No parts are required for this inspection.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105576	Inspect Axle U-Bolts – No Further Action Required (Passed)	0.5	ZFAT	N/A
9105577	Inspect Axle U-Bolts -- Vehicle Did Not Pass Inspection and Will Require Repair	0.5		

Important: Please select the appropriate labor code when submitting the claim. 9105576 should only be used if the vehicle PASSED the inspection.

Note: Hold the vehicle until parts become available. When parts become available and the revised bulletin is released, Floor Plan Reimbursement will be included for vehicles which did not pass the inspection procedure.

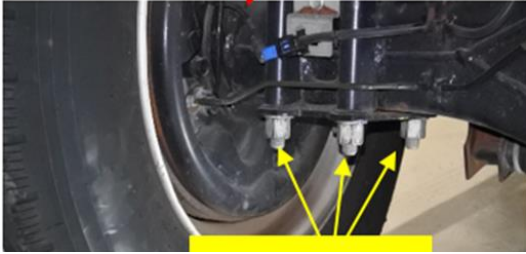
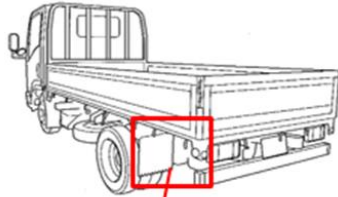
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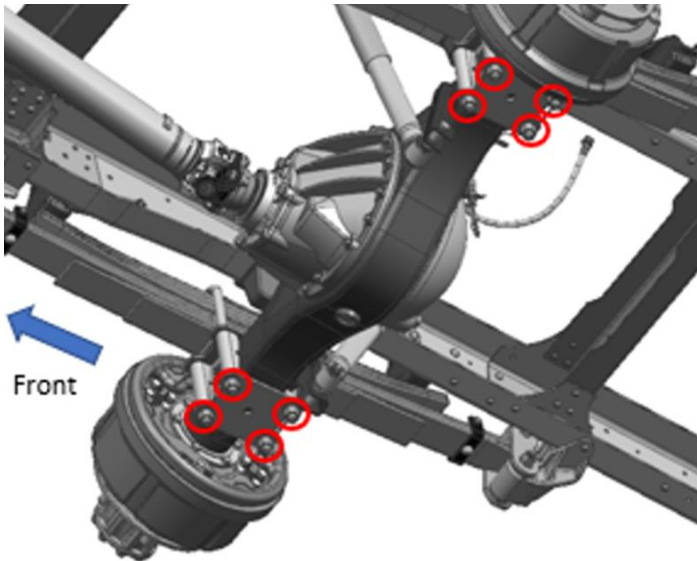
Service Procedure

1. Shift vehicle to park, turn off engine, set parking brake, and block rear wheels.



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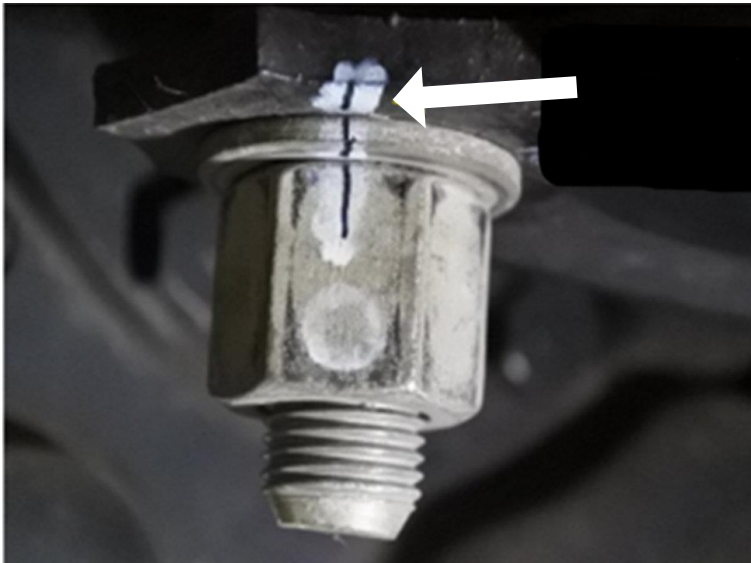
2. Locate the rear Axles U-Bolt Mounting Nuts.
3. Use a rag or wire brush clean the U-Bolt nuts and retainer plate surface.



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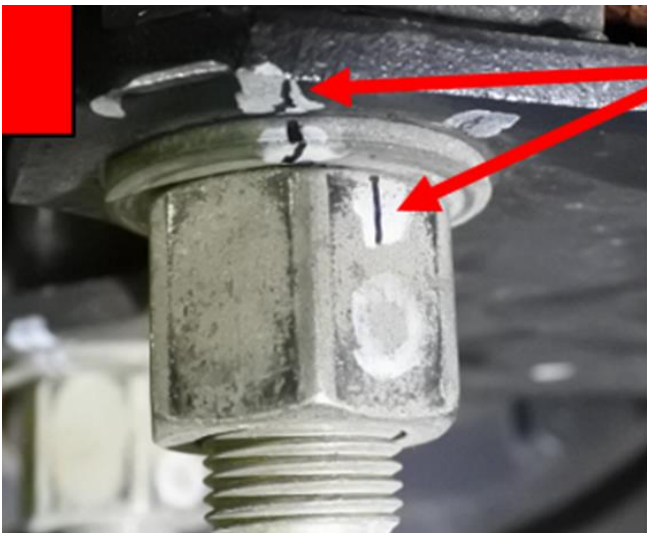
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4. Use a paint pen or small brush and paint to make an alignment mark on each nut, washer (if equipped), and the retainer plate in a straight vertical line as shown.
5. Use a torque wrench to tighten all eight (8) Rear Axle U-bolt nuts to 100 Nm (74 lb ft).
6. Inspect the painted alignment marks on all eight (8) Rear Axle U-bolt Nuts.



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- If ANY of the painted marks are no longer aligned, the vehicle must be held until parts are available.
- If ALL eight (8) of the Rear Axle Nut Paint Marks are still aligned, no further action is required.

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

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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. 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 & Canada - General Motors will notify customers of this recall on their vehicle.

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**