

# Product Safety Recall

## N222391080 Defective Suspension Nuts



**Release Date:** February 2023

**Revision:** 01

**Revision Description:** This bulletin is being revised to update the Service Procedure. Please discard all previous copies of N222391080.

**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 23, 2022. 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	Silverado 4500HD/5500HD/6500HD	2021	2022		

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>	General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2021 – 2022 model year Chevrolet Silverado Medium Duty 4500HD/5500HD/6500HD vehicles. Navistar, the manufacturer of these vehicles, has determined that certain hex flange lock nuts used in several locations in the suspension joints in these vehicles were not properly formed and heat treated by its supplier. Improperly manufactured nuts can result in a loss of joint tension over time. A loss of tension in the suspension joints may increase the risk of a crash.
<b>Correction</b>	Dealers will replace suspect lock nuts.

### Parts

Quantity	Part Name	Part No.
6	HEX NUT	19404845

**Important:** Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock and parts will be removed from SPRINT.

**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
9106584	Replace Front Suspension Nuts	1.0	ZFAT	N/A
9106585	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	*
9106586	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	**

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

# Product Safety Recall

## N222391080 Defective Suspension Nuts



### 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 (November 23, 2022) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 68 days).

Vehicle	Floor Plan Reimbursement Amount
	USA
2021 Chevrolet Silverado 4500HD/5500HD/6500HD	\$13.52
2022 Chevrolet Silverado 4500HD/5500HD/6500HD	\$14.05

### 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, 9800099, provided in the dealer message sent on December 8, 2022 (USA), 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 (November 23, 2022) to the date the inspection or repair closed the recall bulletin. (not to exceed 68 days).

Vehicle	Working Capital Assistance Reimbursement Amount
	USA
2021 Chevrolet Silverado 4500HD/5500HD/6500HD	\$26.25
2022 Chevrolet Silverado 4500HD/5500HD/6500HD	\$27.81

### Service Procedure

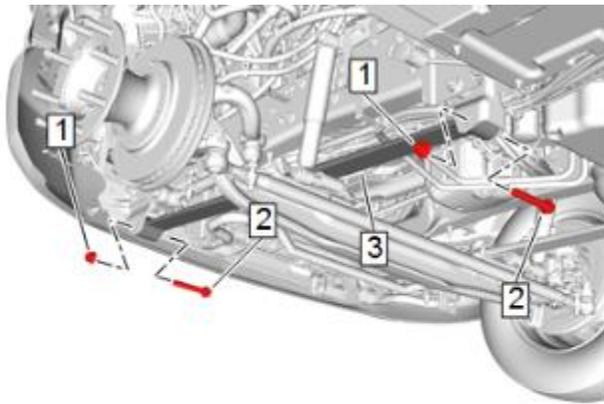
Caution: Bolt and nut installation directions may vary depending on option content. If the nut is not accessible for final torque, torque may be applied to the bolt ONLY while the vehicle is lifted in such a way as to remove the weight of the vehicle from the springs and shackles.

Note: Vehicle MUST be lifted by the frame so as to remove the weight of the vehicle from the springs and shackles to achieve proper fasteners torque.

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

# Product Safety Recall

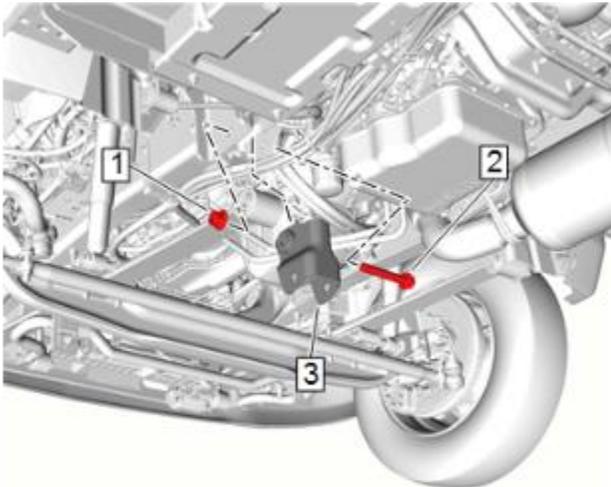
## N222391080 Defective Suspension Nuts



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**Caution:** Do not remove both nuts at the same time. Remove, replace, and torque each nut individually before moving to the next one.

2. One at a time, remove and replace both of the Front Leaf Spring Shackle Nuts (1) on the left side of the vehicle, torquing to 407-502 Nm (300-370 lb ft).



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3. Remove and replace the Front Leaf Spring Shackle Nut (1) on the left side of the vehicle.
4. Torque the Front Leaf Spring Shackle Nut (1) to 407-502 Nm (300-370 lb ft).
5. Repeat steps 2-4 on the right side of the vehicle.
6. Lower the Vehicle.

# Product Safety Recall

## N222391080 Defective Suspension Nuts



### 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/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 USA & Export

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 (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**



# IMPORTANT SAFETY RECALL

February 2023

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.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2021 – 2022 model year Chevrolet Silverado Medium Duty 4500HD/5500HD/6500HD vehicles. 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 N222391080.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

Navistar, the manufacturer of these vehicles, has determined that certain hex flange lock nuts used in several locations in the suspension joints in these vehicles were not properly formed and heat treated by its supplier. Improperly manufactured nuts can result in a loss of joint tension over time. A loss of tension in the suspension joints may increase the risk of a crash.

### What will we do?

Your GM dealer will replace suspect lock 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 service correction time of approximately 90 minutes.

### What should you do?

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

When scheduling your appointment, confirm with the dealer that they service Medium Duty Trucks.

### Do you have questions?

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 22V874.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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GM Recall: N222391080