

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6418
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 23, 2023

Subject: Stop Delivery Order for Upcoming Safety Recall N232396500
ABS Module and Frontview Camera Module Reprogramming

Models: 2022-2023 Chevrolet Low Cab Forward 5500HD/XD Medium Duty
Equipped with 200" or 212" Wheel Base (RPO EM2 or EL5) and optional
ADAS System (RPO PCJ)

To: All General Motors Medium Duty Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2022-2023 model year Chevrolet Low Cab Forward 5500HD/XD Medium Duty vehicles in new or used vehicle inventory. Isuzu Motors Limited, the manufacturer of these vehicles, has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these vehicles. The GM recall number is N232396500.

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 until the defect is remedied.

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2022-2023 model year Chevrolet Low Cab Forward 5500HD/XD Medium Duty vehicles with 200 inch or 212 inch wheelbase. For these vehicles, the ADAS (Advanced Driver Assistance Systems) camera and ABS (Antilock Brake System) module were not calibrated according to the correct wheelbase. Therefore, when driving in a curve certain ADAS features and the ESC (Electronic Stability Control) system working together with the ABS module may not function properly. If the ADAS camera and ABS module are not-calibrated to the correct wheelbase option, one or more of the following events could occur – in each case, increasing the risk of a crash:

- Automatic Emergency Braking System (AEBS) activation (as well as the AEBS warning light) may be delayed when driving in a curve and therefore the AEBS may then decelerate the vehicle more aggressively when activated.
- Adaptive Cruise Control may reduce following distance by about 8-10 m when driving in a curve.
- ESC may activate in an understeer condition without illuminating brake lights.
- ESC may delay activation in an oversteer condition, increasing potential for an oversteer event to occur.

Dealers will recalibrate (1) the ADAS camera to the correct wheelbase of the vehicles, and (2) the ABS module so the ESC system will function properly with the affected vehicles' wheelbases.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this upcoming recall. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. To identify involved vehicles in dealer used inventory, run an Open VIN Report or Field Action Initiation Report using Field Action Reports-GFAM within the Maxis Dealer Application in GlobalConnect.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "01/23/2023" under Release Date and "Incomplete – Remedy Not Available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity of parts is available, the recall bulletin will be released, and dealers can begin repairing vehicles.

END OF MESSAGE
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