



IMPORTANT SAFETY RECALL

March 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.

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. These vehicles are manufactured by Isuzu. As a result, GM is conducting a safety recall.

<p>IMPORTANT</p> <ul style="list-style-type: none"> • Your vehicle is involved in GM recall N232396500. • Schedule an appointment with your GM dealer. • This service will be performed for you at no charge.
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Why is your vehicle being recalled?

The Antilock Brake System (ABS) module was not calibrated according to the correct wheelbase. Therefore, when driving in a curve the Electronic Stability Control (ESC) system, working together with the ABS, may react prematurely or be delayed in reacting, therefore increasing the risk of a crash.

What will we do?

Your Chevrolet dealer will recalibrate the ABS module so the ESC system will function properly with the affected vehicles' wheelbases. 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 service correction time of approximately 40 minutes.

What should you do?

You should contact your Chevrolet 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 23V017.

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

Regina A. Carto
Vice President
Global Product Safety and Systems