

Reference Number: GCUS-3-3002

Stop Delivery Order for Safety Recall N232419340 - Ignition Coil Pack Fuse

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6647

URGENT - DISTRIBUTE IMMEDIATELY

Date: August 10, 2023

Subject: Stop Delivery Order for Safety Recall N232419340

Ignition Coil Pack Fuse

Models: 2023 Chevrolet 3500/4500 Low Cab Forward

2024 Chevrolet 3500 HG/4500 HG Low Cab Forward

2024 Chevrolet 5500 HG/5500 XG Low Cab Forward

Equipped with 6.6L Gasoline Engine (RPO L8T)

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2023 and 2024 model year Chevrolet Low Cab Forward vehicles in new or used vehicle inventory. Isuzu Motors Limited has notified the National Highway Traffic Safety Administration (NHTSA) about a safety recall that involves these vehicles. The GM recall number is N232419340.

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, the manufacturer of these vehicles, has determined a defect, which relates to motor vehicle safety, exists in certain 2023 and 2024 model year Chevrolet Low Cab Forward vehicles equipped with 6.6L (L8T) gasoline engines. In the affected vehicles, an incorrectly sized wire seal was selected for the 2 externally mounted engine ignition coil pack fuse holders. This results in the potential for water intrusion into the fuse holders and eventual corrosion or failure of the fuses.

If the ignition coil pack fuses corrode or fail, one or more of the following events may occur, in each case increasing the risk of a crash: (1) the Check Engine Malfunction Indicator Light (MIL) may illuminate and the engine may misfire and result in reduced power output and slower than normal acceleration; (2) the vehicle may derate and limit maximum vehicle speed to 5 MPH (power steering and power brake assist will still function normally); and (3) if you shut off the engine, it may stall when you try to start it and not restart.

Parts are not currently available, but when parts are available, dealers are to apply a silicone sealant to the rear of the existing fuse holder plug.

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 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.

Frequently Asked Questions Document (FAQs)

Attached to this message you will find a document that addresses the 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 "8/10/2023" 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 are available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS