

## Frequently Asked Questions (FAQs) for Safety Recall N232419340 Ignition Coil Pack Fuse

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety Recall identified above.

**Q1) Which vehicles are involved?**

**A1)** Isuzu Motors Limited has decided that 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 (RPO L8T) gasoline engines.

**Q2) What is the issue or condition?**

**A2)** 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.

**Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?**

**A3)** None.

**Q4) What is the remedy/repair?**

**A4)** Dealers will apply a silicone sealant to the rear of the existing fuse holder plug.

**Q5) What is the safety risk? Is the vehicle safe to drive?**

**A5)** 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.

**Q6) Does the customer have to pay for this remedy/repair?**

**A6)** No, this inspection/repair will be done at **no cost** to the customer.

**Q7) Is the remedy/repair available now?**

**A7)** No, when a sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

**Q8) What should customers do until recall repairs can be completed? Are there any special instructions?**

**A8)** If special instructions are provided, they will be included in the notification letters to customers.

**Q9) How can customers check to see if their vehicle is involved in this field action?**

**A9)** Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

**Q10) If customers are concerned, can they get a rental car or courtesy transportation?**

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- A10)** Courtesy transportation is not applicable to Medium Duty vehicles. Towing is covered to the nearest Chevrolet Medium Duty dealer if your vehicle cannot be driven because of a warrantied defect. Please refer to Warranty Administration Bulletin #07-00-89-037: Warranty Administration – GM Courtesy Transportation and Roadside Assistance Programs for further information.