

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



# IMPORTANT SAFETY RECALL

December 2016

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.

2016 model year Chevrolet Low Cab Forward 3500 and 4500 vehicles are manufactured by Isuzu Motors Limited (Isuzu) for General Motors. Isuzu has decided that a defect which relates to motor vehicle safety exists in certain of these vehicles equipped with a 6.0L gasoline engine. 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 recall 16107.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The accelerator pedal assembly contains a steel stopper plate that is intended to stop the depression of the pedal when the plate contacts the stopper bolt that is fixed to a bracket on the floor panel. As a result of unintended lateral play, the stopper plate can be forced under the outer ridge of the stopper bolt, causing the accelerator pedal to remain in the open position. An open throttle can increase the risk of a crash.

### What will we do?

Your GM medium duty dealer will remove the stopper bolt and install a Stopper Bracket Assembly. 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 35 minutes.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. It is critical that you respond to this notice as soon as possible. If you experience this condition, you should depress and continue to depress the brake pedal. Doing so can bring the vehicle to a stop. Do not pump the brakes. In addition, you may want to shift the transmission gear shift lever into the Neutral (N) position.

### Do you have questions?

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

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

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.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V797.

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

Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

GM Recall 16107