

# Product Safety Recall

## 16107 Accelerator Pedal Entrapment



Reference Number: N15201881

Release Date: November 2016  
Revision: 00

**Attention:** 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 under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery November 1, 2016. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Low Cab Forward 3500/4500	2016	2016	L96/LC8	6.0L V-8 Gasoline Engine

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	2016 model year Chevrolet Low Cab Forward 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 6.0L gasoline engines. In the affected vehicles, 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.
<b>Correction</b>	Dealers are to remove the stopper bolt and install a Stopper Bracket Assembly.

### Parts

Quantity	Part Name	Part No.
1	Stopper Bracket Assembly Kit Includes: Stopper Bracket, Mounting Bolt, 2 Washers	97780630

### Parts Pre-Ship Information –

Important: An initial supply of all parts from the 97780630, BRACKET,ACCEL required to complete this recall will be pre-shipped to all impacted dealers of record. This pre-shipment is scheduled to begin the week of November 21, 2016 and concluded the week of November 28, 2016. Pre-shipped parts will be charged to dealer's open parts account. All orders placed prior to the pre-ship will be cancelled. A quantity limiter may be in effect.

Important: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102623	Stopper Bracket Kit Installation	0.3	ZFAT	N/A
9102748	Floor Plan Reimbursement	N/A	ZFAT	*

Note: To avoid having to "H" route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

\* USA - Vehicles eligible for floor plan reimbursement are to submit the amount in "Net Item" and should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (November 1, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 21 days):

Vehicle	Reimbursement Amount
	USA
Chevrolet Low Cab Forward 3500/4500	\$4.66

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### Service Procedure

1. Set the parking brake, remove the key from the ignition and block the front wheels in a well-lit area.

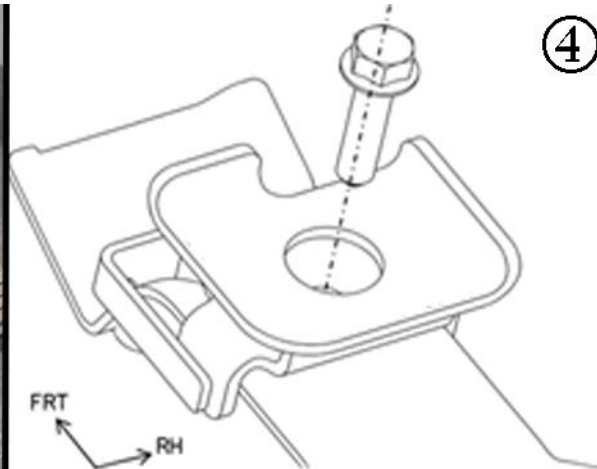


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2. Tighten the two accelerator pedal mounting nuts shown above to 18 Nm (13 ft. lb.).



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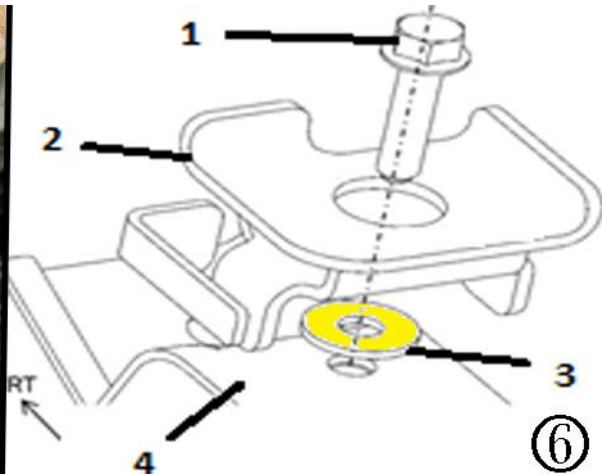


3. Remove the stopper bolt and nut, using 12mm wrench (3). Discard both the old stopper bolt and nut.
4. Temporarily install the new stopper bracket and new stopper bracket mounting bolt (4). When tightened (even by hand), the head of the new mounting bolt should be below the flat surface of the new stopper bracket.

**Note:** Be sure to properly align the new brake stopper bracket as indicated (4).

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5. Depress the accelerator pedal to WOT (wide open throttle) position. Ensure the accelerator pedal stopper correctly contacts the stopper bracket (5). The accelerator pedal should not hit the flanged area of the newly installed bracket.
  - If the accelerator pedal contacts the stopper bracket correctly, torque the mounting bolt to 22Nm (16 ft. lb.) and go to step 6.
  - If the pedal does not contact the stopper bracket correctly, adjust the stopper bracket height by removing the stopper bracket(2) and adding one washer(3) between the stopper bracket (2) and the floor bracket (4) shown above (6), and reinstall. Depress the accelerator pedal again. If the pedal still does not contact the stopper bracket, install the second washer. Depress the accelerator pedal again and confirm that the pedal will now contact the stopper bracket (5). If the accelerator pedal contacts the stopper bracket correctly, torque the mounting bolt to 22Nm (16 ft. lb.) and go to step 6.
6. Connect GDS2, turn the key ON/engine OFF, and navigate to the engine control module data list to confirm “Accelerator Pedal Position (APP) Indicated Angle” parameter is at 100% during WOT.
  - If the parameter is at 100%, continue to the next step.
  - If the parameter is not at 100%, repeat Steps 4 and 5 and recheck with GDS2. If the parameter continues to not be at 100%, and there is proper contact between the accelerator pedal and the stopper bracket, you may have incorrectly installed washers. Repeat Steps 4 and 5 to confirm it was performed correctly. If these steps were performed correctly and the parameters still do not reach 100%, there is another problem with the vehicle. Refer to SI for diagnosis.
7. Unblock the front wheels.

### Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting

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an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### Customer Notification

USA - General Motors will notify customers of this recall on their vehicle.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**



# 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 3500/4500 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 safety 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 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.

**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)
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