

Frequently Asked Questions (FAQs) for Safety Recall 18359 Cab Tilt Handle Orientation

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) 2018 - 2019 Chevrolet 6500XD Series Medium Duty Trucks.

Q2) What is the issue or condition?

A2) The cab in the subject vehicles may be tilted forward to allow for vehicle service or maintenance to be performed, then lowered back into position and secured in place through use of a locking lever. Isuzu has become aware of circumstances in which service personnel and/or drivers have not locked the cab after finishing servicing the vehicle and/or before driving the vehicle. Isuzu has decided to conduct a safety recall campaign to provide additional warning features to remind service personnel and drivers to ensure that the cab is locked before driving the vehicle.

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

A3) The locking mechanism works as intended, and there is a label on the cab providing instructions on opening, closing and locking the cab. When the cab is lowered into place after service, initially an assist hook will engage a bar that is attached to the vehicle frame. The purpose of the hook is to position the cab with the locking mechanism so that when the locking lever is pushed upwards, the locking mechanism engages. If the locking mechanism is not pushed up and engaged, the cab could tilt forward, particularly if driven on rough roads or in certain right turning maneuvers, increasing the risk of a crash and/or injury.

Q4) What is the remedy/repair?

A4) Isuzu has designed new features to add to your vehicle aimed at reminding operators to properly secure the cab in its locked position by pushing the lock lever up.

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

A5) If the locking mechanism is not pushed up and engaged, the cab could tilt forward, particularly if driven on rough roads or in certain right turning maneuvers, increasing the risk of a crash and/or injury.

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

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

Q7) Is the remedy/repair available now?

A7) No, this repair is not currently available.

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.

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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?

A10) Courtesy transportation is not available for medium duty truck customers.