

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4888  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 29, 2018

Subject: Stop Delivery Order for Upcoming Safety Recall 18359

Models: 2018 - 2019 Chevrolet 6500XD Series Medium Duty Truck

To: All General Motors Dealers

**STOP DELIVERY ORDER**

Effective immediately, stop the delivery of certain 2018 - 2019 model year Chevrolet 6500XD series medium duty truck vehicles in new or used vehicle inventory. Isuzu Motors Limited, the manufacturer of these vehicles, has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these vehicles. The GM recall number is 18359.

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 has decided that a defect, which relates to motor vehicle safety, exists in certain 2018 - 2019 model year Chevrolet 6500XD series medium duty truck vehicles. The vehicle cab is designed so that it 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 the lock lever. Isuzu has learned of instances in which a vehicle operator has driven the vehicle without the lock lever having been pushed up to secure the cab in its locked position. If the vehicle is driven with the cab not secured in its locked position, the cab could tilt forward, increasing the risk of crash and/or injury.

Isuzu is designing new features to add to affected vehicles aimed at reminding operators to properly secure the cab in its locked position by pushing the lock lever up. When the repair procedure and parts are available, the recall bulletin will be released and dealers can begin repairing vehicles.

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 will be updated for this upcoming recall on October 29, 2018. This action has been taken to assist dealers with accurately identifying 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. A file identifying involved vehicles in dealer used inventory will be published in GM GlobalConnect, under the Service tab in Field Action Inventory Reports.

Also attached is a Frequently Asked Questions (FAQ) document. Please use this information to respond to customer questions about this pending safety recall.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS