



IMPORTANT SAFETY RECALL

December 2018

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.

General Motors, based on information provided by Isuzu Motors Limited, has decided that a defect which relates to motor vehicle safety exists in certain 2018 and 2019 model year Chevrolet 6500 Series Medium Duty Truck vehicles. These vehicles are manufactured by Isuzu. 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
<ul style="list-style-type: none"> Your vehicle is involved in GM Safety recall 18359. Schedule an appointment with your Chevrolet dealer on or after December 26, 2018. This service will be performed for you at no charge.

Why is your vehicle being recalled?

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.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your Chevrolet dealer will add new features to your vehicle aimed at reminding operators to properly secure the cab in its locked position by pushing the lock lever up. Your owner’s manual will also be updated to reflect these changes. 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 time of approximately 25 minutes.

We are working as quickly as possible to correct this condition and expect to have sufficient parts to begin repairs by December 26, 2018.

What should you do?

You should contact your Chevrolet dealer to arrange a service appointment on or after December 26, 2018.

Until you have this repair performed, please make sure your tilt cab is securely latched in place.

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)
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 18V758.

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

Maryann L. Combs
Vice President
Global Vehicle Safety

GM Recall: 18359