

Product Safety Recall

18359 Cab Tilt Handle Orientation



Reference Number: N182198690

Release Date: December 2018
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 October 29, 2018. 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	6500 Series Medium Duty Truck	2018	2019		

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.

Condition	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. 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.
Correction	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.

Parts

Quantity	Part Name	Part No.
1	Marker- Cab Unlock	97780721
1	Label Caution Tilt Cab	97522620
1*	Adhesive-Loctite 4211 (20g bottle, One bottle services 5 vehicles)	4211

* Contact RH Hughes at: <https://www.rshughes.com/> for purchase of the Loctite 4211 Adhesive. **Do not order from GMCCA.** One bottle services 5 vehicles.

Note: The parts are available for Authorized Medium Duty Truck Dealers only. All other orders will cancel.

Due to the small number of vehicles involved and due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104242	Install Cab Unlock Marker and Label	0.3	ZFAT	*

* The amount identified in "Net Item miscellaneous" should represent the actual sum total of the current dealer net price for the Loctite 4211 Adhesive needed to perform the required repairs, not to exceed \$7.75 USD.

Product Safety Recall

18359 Cab Tilt Handle Orientation



Service Procedure

NOTE: In cold climates, allow the vehicle to warm to room temperature. This will ensure the adhesive materials used in this procedure will fully cure.

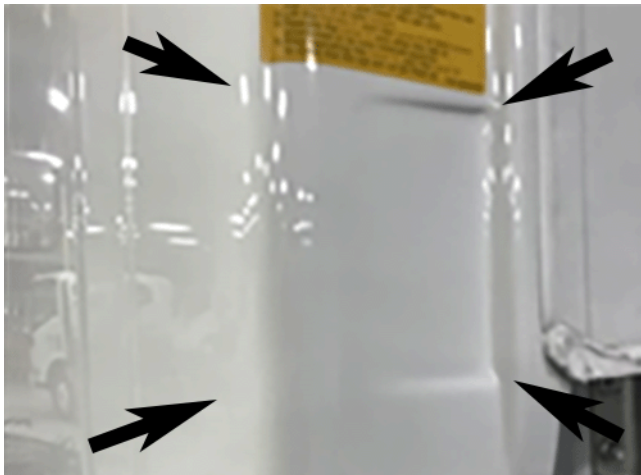
NOTE: Loctite 4211 adhesive should be utilized within thirty (30) days of first opening the container. Make sure to keep the cap on the adhesive any time it is not actually being applied. Store the adhesive in a cool, dry location out of direct sunlight.

1. Park the vehicle on a flat surface, shift to park, turn off the engine and engage the parking brake.



5186631

2. Place the tilt cab locking lever in the down/released position (1).

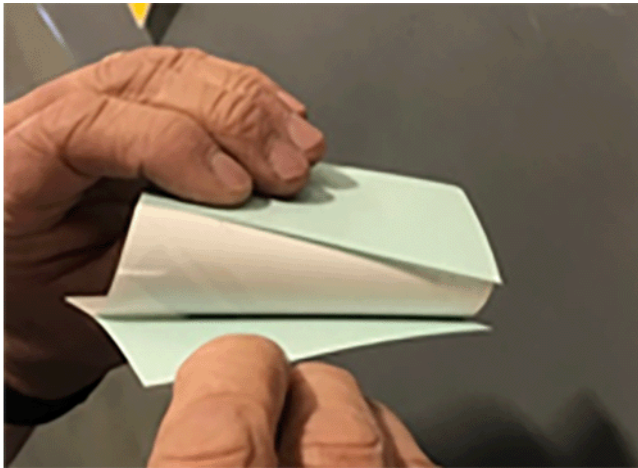


5186635

3. Thoroughly clean the area indicated above with isopropyl (rubbing) alcohol and a clean lint free cloth. Be sure to clean around the curve of the cab going forward.

Product Safety Recall

18359 Cab Tilt Handle Orientation



5186637

4. Remove the backing film from the center of the new tilt lock caution label as shown.



5186638

5. Carefully apply the label 8mm (0.31 in) down from the indentation (1) in the cab and directly below the existing tilt cab instruction label as shown. Guide the upper edge of the label along the horizontal contour of the indentation. Smooth out any air bubbles with a squeegee.

NOTE: The cab unlock marker is for visibility purposes only. Do not apply any force to the cab unlock marker.



5186649

Product Safety Recall

18359 Cab Tilt Handle Orientation



Correct



5186670

Incorrect

6. Test fit the cab unlock marker into the hollow end of the cab lock lever handle grip. It may be easiest to install the marker where it locks in by twisting in place. However, the marker needs to have the end pointing upwards at the final installation.
7. Remove the cab unlock marker from the cab lock lever handle grip.



5186673



5186676

Product Safety Recall 18359 Cab Tilt Handle Orientation



8. Clean the inside of the hollow grip area of the cab locking lever using isopropyl (rubbing) alcohol and a clean shop towel. Clean the grip area of the cab unlock marker using the same towel.

NOTE: Make sure to insert the cab unlock marker into the tilt cab locking lever grip and adjust the position within two (2) minutes and then adjust the position within two (2) minutes. The adhesive starts to cure immediately and will be fully set within four (4) minutes.



5186679

9. Apply the Loctite 4211 adhesive in 5mm (0.197 in) beads placed 10mm (0.39 in) apart on the grip area of the unlock marker.



5186685

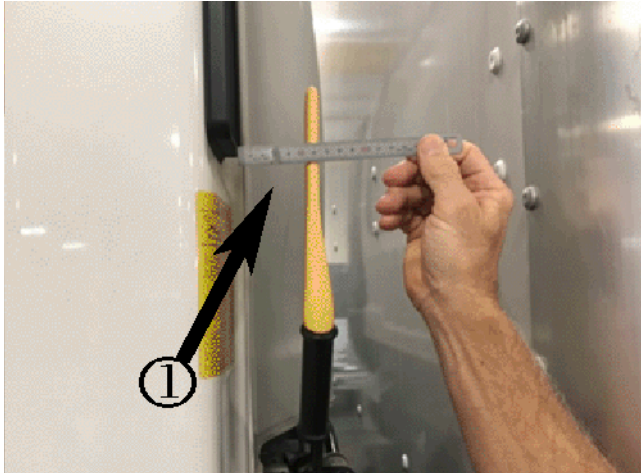


5186688

Product Safety Recall 18359 Cab Tilt Handle Orientation



10. Insert the cab unlock marker into the tilt cab locking lever grip with the end pointing upward and parallel with the rear of the cab. Push on the marker until it locks fully into place. Twist the marker as necessary to lock it in place, but ensure it is pointing upwards when locked. Wipe off any excessive adhesive.
11. Immediately push the tilt cab locking lever upwards into the locked position before the adhesive is fully set.



5186693

12. Ensure that the end of the cab lock marker is at least 40mm (1.57 in) from the ventilation duct on the rear of the cab (1). Adjust the marker by slightly twisting it clock-wise as necessary. Any adjustment must be made within four minutes, otherwise the adhesive will set.



5186697

13. When the cab lock lever is properly locked as shown, the handle will match its correct positioning as noted on the tilt lock caution label.
14. Locate the owner's manual and insert the supplemental pages. If the supplemental pages are not provided, use the graphics at the end of this bulletin to print the pages.

Product Safety Recall

18359 Cab Tilt Handle Orientation



Chevrolet Low Cab Forward 5.2L Diesel Engine 6500XD Owner Manual
(GMNA-Localizing-U.S.-13337626) - 2020 - Insert - 12/4/18

Insert to the 2018 and 2019 Chevrolet Low Cab Forward 5.2L Diesel Engine 6500 XD GMNA Owner's Manual

This information replaces the information under "Vehicle Checks" found in the Vehicle Care Section of the owner's manual.

Cab Tilting

Before Tilting the Cab

Warning
<p>To help avoid personal injury and property damage:</p> <ul style="list-style-type: none"> Park the vehicle on level ground and check that there is enough space in front of and above the cab. <p style="text-align: right;">(Continued)</p>



Litho in U.S.A.
Part No. 84691068

Warning (Continued)
<ul style="list-style-type: none"> Set the parking brake firmly and block the front wheels. Move the selector lever in the "P" position. Secure loose articles in the cab. Stop the engine. <p style="text-align: right;">(Continued)</p>

Warning (Continued)
<ul style="list-style-type: none"> Close the cab door. Keep the area surrounding the cab clear. <p>You and others could be seriously injured.</p>

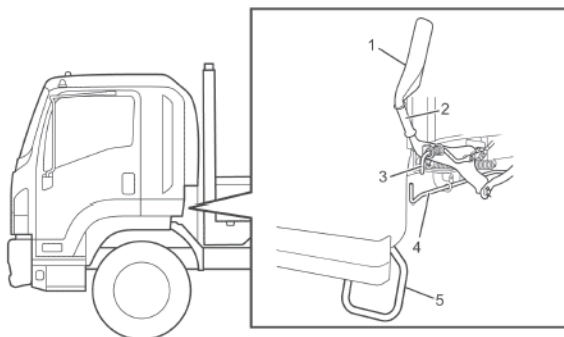
©2018 General Motors LLC. All Rights Reserved.

5186700

Chevrolet Low Cab Forward 5.2L Diesel Engine 6500XD Owner Manual
(GMNA-Localizing-U.S.-13337626) - 2020 - Insert - 12/4/18

2

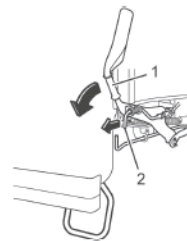
Cab Tilt Levers and Grip



1. Cab Unlock Marker
2. Handle
3. Upper Lever
4. Lower Lever
5. Grip

Tilting the Cab

1. Apply the parking brake and make sure the transmission is in the "P" position. Close the doors completely.



2. Pull the upper lever (2) with your left hand and turn down the handle (1) by pulling it toward you with your right hand to release the cab lock. The cab will rise slightly at this time.

5186703

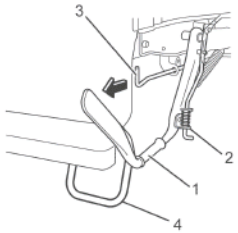
Product Safety Recall

18359 Cab Tilt Handle Orientation

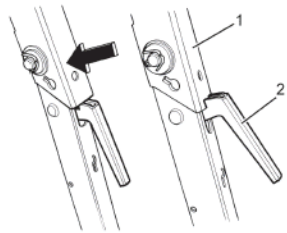


Chevrolet Low Cab Forward 5.2L Diesel Engine 6500XD Owner Manual
(GMNA-Localizing-U.S.-13337626) - 2020 - Insert - 12/4/18

3



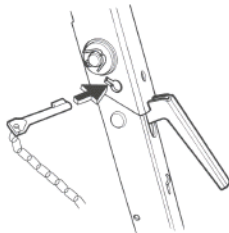
3. While grasping the grip (4) with your left hand, pull the lower lever (3) with your right hand and slowly raise the cab.



4. Fully lift up the cab and lock the tilt support (1) while holding the part indicated by the arrow. When it is locked, it makes a "click" sound. Confirm that the lock (2) of tilt support (1) is securely engaged.

Warning

Do not touch the lock on the tilt support while the cab is tilted. If you touch it, the lock will release and the cab will lower.



5. Insert the attached lock pin in the hole in the tilt support.

5186706

Chevrolet Low Cab Forward 5.2L Diesel Engine 6500XD Owner Manual
(GMNA-Localizing-U.S.-13337626) - 2020 - Insert - 12/4/18

4

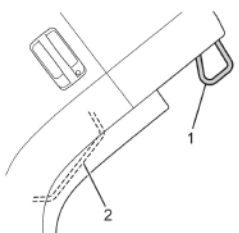
Warning

To help avoid personal injury or death, be sure the tilt cab is securely locked in the tilted position. When performing work with the cab tilted, securely insert the lock pin in the hole first.

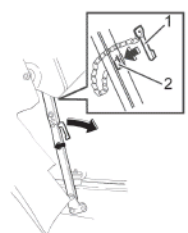
Lowering the Cab

Warning

To help avoid personal injury or death, be sure the tilt cab is securely locked in the lowered position before operating the vehicle. You and others could be seriously injured.



1. Support the cab while gripping the grip (1) with your left hand. The vehicle may have a center grip (2).



2. Remove the tilt support lock pin (1) and place it in the holder (2).

3. Pulling the tilt support while pressing the lock with your right hand will cause the tilt support to bend, lowering the cab. After the tilt support has bent, grasp the grip (4) with both hands and lower the cab completely.

5186713

Product Safety Recall

18359 Cab Tilt Handle Orientation

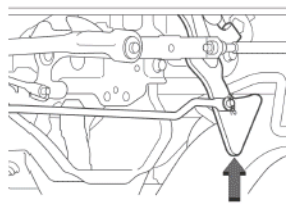


Chevrolet Low Cab Forward 5.2L Diesel Engine 6500XD Owner Manual
(GMNA-Localizing-U.S.-13337626) - 2020 - Insert - 12/4/18

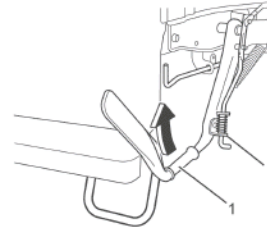
5

Warning

- Do not operate the tilt lock lever while the cab is being lowered.
- When a load is attached to the outside or inside of the cab, or the cab is loaded, be advised that the cab will lower faster.
- Keep body clear of the cab while the cab is being lowered.



4. Confirm that the lock portion of lever is securely engaged after the cab has been lowered.



5. Raise the handle (1) until lever (2) catches.

5186718

Chevrolet Low Cab Forward 5.2L Diesel Engine 6500XD Owner Manual
(GMNA-Localizing-U.S.-13337626) - 2020 - Insert - 12/4/18

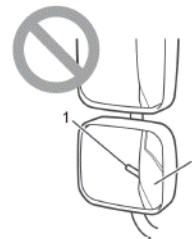
6



- 6.1. Handle
- 6.2. Cab Unlock Marker
- 6.3. Handle Location Label

Warning

- To help avoid personal injury or death, confirm the handle (1) is located in locked position as indicated on the cab tilt handle location label.
- When the cab unlock marker is protruding from the cab, the cab is not locked. Securely lock the handle (1).



7. The cab unlock marker (1) only indicates that the cab (2) is unlocked. Do not use the cab unlock marker to lock or unlock the cab.

5186721

Product Safety Recall

18359 Cab Tilt Handle Orientation



Dealer Responsibility – For 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/repaired 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 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. dealers through the GM GlobalConnect Recall Reports. 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

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

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 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

- 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

Product Safety Recall

18359 Cab Tilt Handle Orientation



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