

## **Frequently Asked Questions (FAQs) for Safety Recall N192263640 Steering Knuckle Stopper Bolt**

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) 2018-2020 Chevrolet Low Cab Forward 6500XD Medium Duty Trucks

**Q2) What is the issue or condition?**

A2) The jam nut for the steering stopper bolt on the left side may loosen and allow the bolt to back away from the steering knuckle, reducing the steering radius of the vehicle in a left turn. The driver may initially apply enough force to the steering wheel to cause the bolt to bend or break.

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

A3) Drivers experience difficulty turning the steering wheel fully to the left.

**Q4) What is the remedy/repair?**

A4) GM dealers will replace the existing left and right jam nuts with a Grade 8 jam nut, torque the nut to a new torque specification and apply Loctite to the nut and bolt. Where a bolt is damaged or missing the assembly will be replaced along with a Grade 8 jam nut.

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

A5) If the vehicle's turning radius is reduced, there is an increased risk of a crash.

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

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

**Q7) Is the remedy/repair available now?**

A7) No, when sufficient quantity of parts is available, the recall bulletin will be released, and dealers can begin repairing vehicles.

**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.

**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 included on Medium Duty Vehicles.