

Product Safety Recall

N192263640 Steering Knuckle Stopper Bolt – US Only



Release Date: July 2019

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 June 19, 2019. 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.

ONLY Chevrolet Medium Duty dealers can complete this recall repair.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Low Cab Forward 6500XD MD	2018	2020		

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	Isuzu Motors Limited, manufacturer of 2018-2020 model year Chevrolet Low Cab Forward 6500XD medium duty vehicles, has decided that a defect which relates to motor vehicle safety, exists in these vehicles. The jam nut for the steering stopper bolt on the left-front knuckle may loosen and allow the bolt to back away from the steering knuckle. This could result in an increase in the turning radius of the vehicle in left turns. A change in turning radius could make it difficult to make sharp turns. If the vehicle's turning radius is increased, there is an increased risk of a crash.
Correction	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.

Parts

Quantity	Part Name	Part No.
2	Jam Nut	97556008

Due to the small number of vehicles involved and due to limited initial parts availability, dealers are encouraged not to order Steering Knuckle Turn Stop Bolt kits for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace the Steering Knuckle Turn Stop Bolt.

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
9104549*	Replace Steering Bolt Jam Nuts Add: Replace Left Side Stop Bolt and Adapter	0.5 0.4	ZFAT	N/A
9104585	Customer Reimbursement Approved - For USA dealers only	- N/A	ZFAT	**
9104586	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***
9104587	Floor Plan Reimbursement	N/A	ZFAT	****
9104588	Working Capital Assistance Program Reimbursement	N/A	ZFAT	*****

* Includes 0.1 hours for administrative allowance.

** For USA: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

*** Submit \$10.00 administrative allowance in Net/Admin Allowance.

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Floor Plan Reimbursement – NEW INVENTORY ONLY

**** **USA Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (June 19, 2019) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 44 days):

Vehicle	Floor Plan Reimbursement Amount
	USA
2018 Chevrolet LCF 6500XD MD	\$7.40
2019 Chevrolet LCF 6500XD MD	\$10.40
2020 Chevrolet LCF 6500XD MD	\$10.40

Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

Note: USA Only - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Important: The WCAP ZSET transaction labor code, 9800028, provided in the dealer message sent on June 19, 2019, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

***** **USA Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (June 19, 2019) to the date the inspection or repair closed the recall bulletin. (not to exceed 44 days).

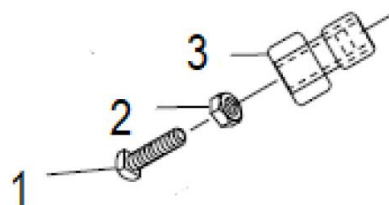
Vehicle	Working Capital Assistance Reimbursement Amount – USA Only
2018 Chevrolet LCF 6500XD MD	\$7.40
2019 Chevrolet LCF 6500XD MD	\$10.40
2020 Chevrolet LCF 6500XD MD	\$10.40

Service Procedure

1. Apply the parking brake and block the rear wheels.



Right Front Stop Bolt

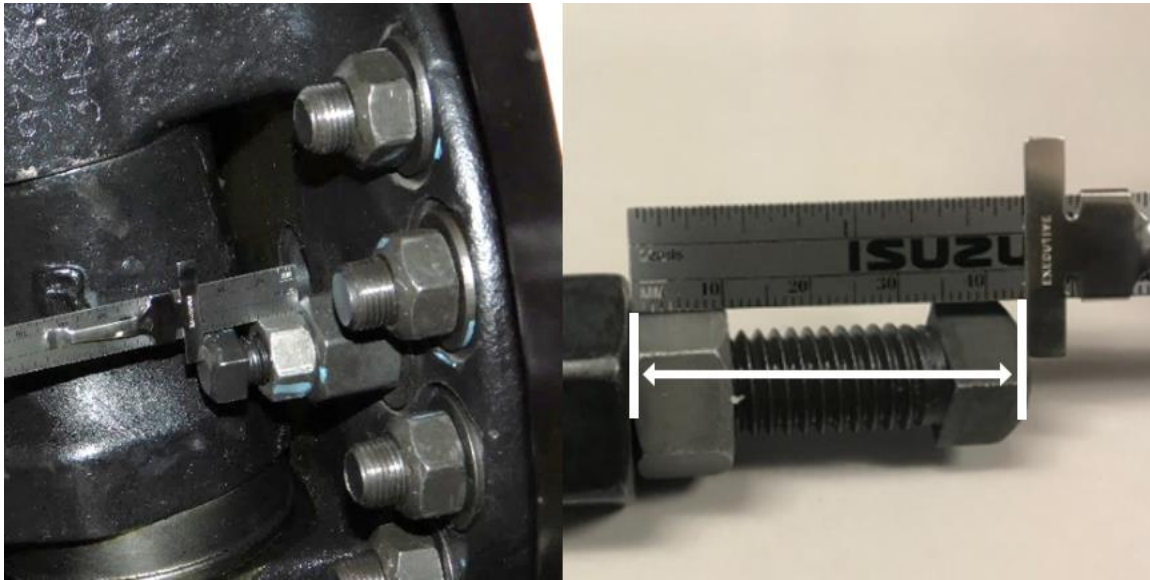


1) Stop Bolt 2) Jam Nut 3) Adapter Base

2. Start the engine and turn the steering wheel all the way to the left in order to access the right (passenger side) stop screw, as shown. Shut the engine off after turning the steering wheel.

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3. Use an Engineer's Rule to measure the distance that the stop screw protrudes out from the adapter base (as shown). Record this measurement.
4. Use a $\frac{3}{4}$ " open end wrench to loosen the jam nut, then remove the stop screw and jam nut from the adaptor. Remove the jam nut from the stop screw. Discard the jam nut.
5. Use a wire brush and brake clean to thoroughly clean the stop screw threads and the inside threads of the adaptor base. Using brake clean and a shop towel clean the inside threads of the adapter base.



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6. Apply Loctite® 263 to the entire length of the stop screw threads as shown.
7. Clean the new Grade 8 jam nut with brake cleaner and a clean shop tower, install it on the stop bolt, and thread the stop bolt back into the adaptor base.



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8. Slightly hand tighten the jam nut to the adaptor as shown. Adjust the stop bolt until it is the same distance measured and recorded in Step 3 (use a 1/2" open end wrench as necessary). Using a 3/4" deep well socket and a torque wrench, tighten the jam nut to 94 Ft-lbs (128 N•m).

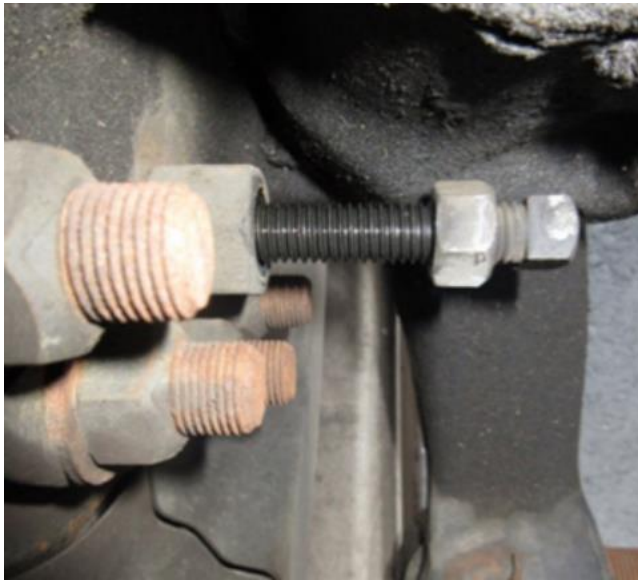


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9. Start the engine and turn the steering wheel all the way to the right in order to access the left (driver side) stop screw (as shown). Shut the engine off after turning the steering wheel.

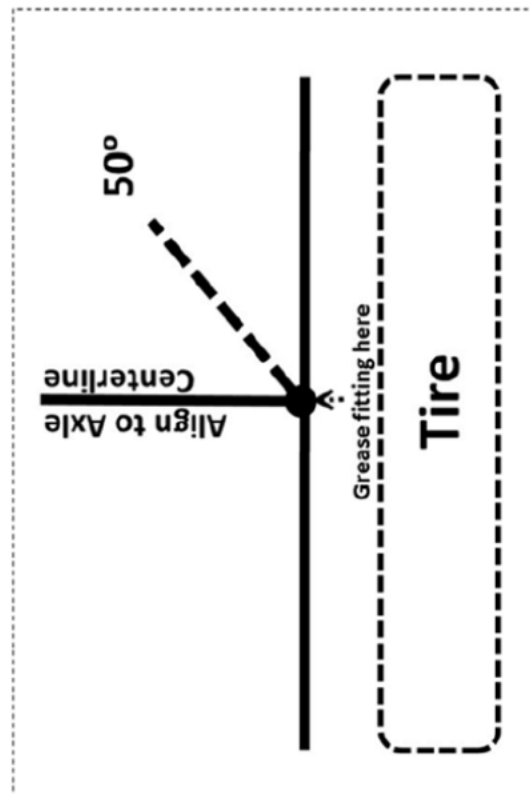
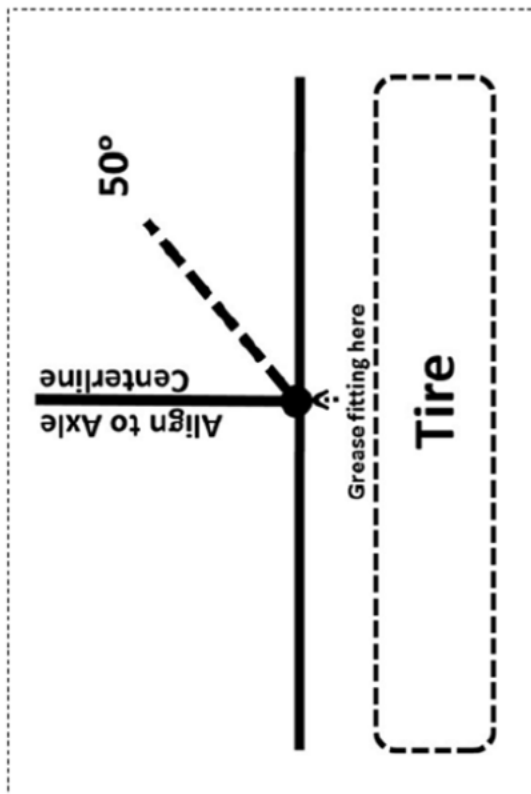
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10. Inspect the stop bolt jam nut to determine whether it is loose, or if the stop bolt has backed out of position, become bent (as shown), or is missing completely.
- If the assembly is not tight, or is damaged in any way, print the template on the next page for steering bolt adjustment and proceed directly to step 11 in this procedure to replace the stop bolt adapter assembly.
 - If the stop bolt and jam nut are in place and tight, go to step 3 and repeat this service procedure through Step 8 for the left (driver's) side.
 - Once both sides have been completed, go to step 26.



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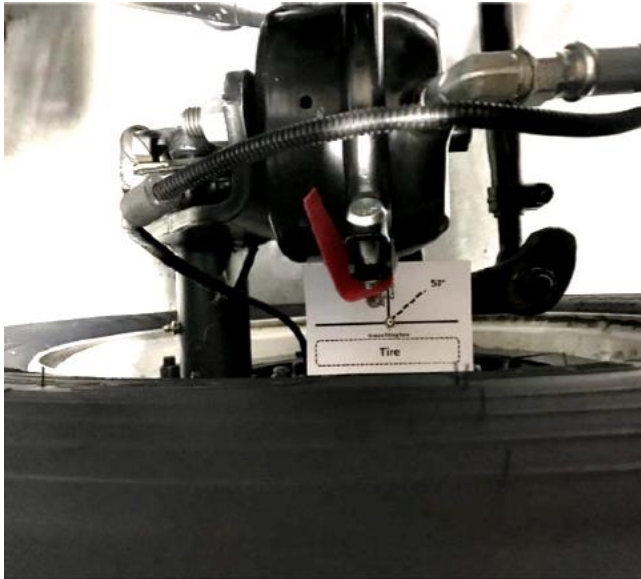
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Note: It is critical that the above templates be printed at 100% resolution on standard 8.5x11 letter paper, or the dimensions of the template may be incorrect.

Print the above template for steering bolt adjustment. Cut out one template for use. The remaining template may be used on future applications.

11. Per the instructions in SI, safely tilt the cab and install the safety lock pin.



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12. Press the template over the left (driver side) upper kingpin grease fitting at the mark indicated on the template. Orientate the template as shown. Make sure the area on the template marked "tire" is parallel with the tire as shown.
13. Start the engine and turn the steering wheel in order to access the left (driver side) stop bolt assembly. Turn off the engine.
14. Remove the stop bolt assembly using a 1" deep well socket. Discard the old stop bolt assembly.



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15. Disassemble the new stop bolt assembly. The new stop bolt assembly has been fitted with a new grade 8 nut as indicated with a paint mark.
16. Clean the new adaptor, stop bolt, and jam nut with brake clean. Wipe dry with a clean shop towel or rag.
17. Install the new stop bolt assembly adaptor base (without the stop bolt or jam nut) using a 1" deep well socket. Tighten the adaptor to 98 lb-ft (133 Nm).

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Note: The Loctite will set within 30 minutes of application. Complete all adjustment and torquing procedures immediately.

18. Apply Loctite 263 to the entire length of the new stop bolt threads.
19. Install a new jam nut all the way onto the stop bolt.
20. Thread the stop bolt all the way into the adaptor that was installed in step 18. Only tighten hand tight.



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21. Start the engine and turn the steering wheel in the opposite direction of the wheel/stop bolt being replaced. Continue to turn the steering wheel until the template installed in Step 12 looks the same as shown above. The 50-degree dashed line on the template should align parallel with the casting mark through the center of the axle.



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22. Using a 1/2" open-end wrench, adjust the stop bolt until the stop bolt contacts firmly against the axle bolt stop as shown. Ensure the template is still in the position shown.

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23. Tighten the stop bolt jam nut with a $\frac{3}{4}$ open-end wrench. Have a second person start the engine and turn the steering wheel in the opposite direction to access the steering stop. Use a $\frac{3}{4}$ " deep well socket and a torque wrench to tighten the stop screw jam nut to 94 Ft-lbs (128 N•m).
24. Remove the template from the kingpin grease fitting and discard.
25. Following instructions in SI, remove and stow the safety lock pin and tilt the cab back down. Ensure the cab is locked into place.

Note: Allow the Loctite® 263 to dry for at least 2 hours before returning the vehicle to the customer.

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

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required correction according to the instructions contained in this bulletin. 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. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. 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.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by August 31, 2020. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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

August 2019

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 2018-2020 model year Chevrolet Low Cab Forward 6500XD Medium Duty 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 N192263640.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The jam nut for the steering stopper bolt on the left-front knuckle may loosen and allow the bolt to back away from the steering knuckle. This could result in an increase in the turning radius of the vehicle in left turns. A change in turning radius could make it difficult to make sharp turns. If the vehicle's turning radius is increased, there is an increased risk of a crash.

What will we do?

Your GM dealer 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. 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 service correction time of approximately 4 hours.

Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by August 31, 2020, unless state law specifies a longer reimbursement period.

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

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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 19V467.

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

Enclosure
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