

Product Safety Recall

N192263741 Relay Fuse Box Bolt – US Only



Release Date: September 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 September 9, 2019. Once the service procedure contained in the 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.

This bulletin was originally released as Customer Satisfaction Program N192263740 on August 29, 2019 which has now been closed due to this Safety Recall.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Low Cab Forward 3500/4500/6500XD MD	2017	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	This recall affects certain 2017-2019 model year Chevrolet Low Cab Forward 3500/4500/6500XD medium duty vehicles. In some of the affected vehicles, the power supply bolt in the relay box may not have been properly tightened during harness production at the supplier. This may lead to melting of the power wire and/or a loss of electrical power to the vehicle, which can lead to an engine stall.
Correction	The relay box power supply bolt will be inspected and torqued in all affected vehicles. During the inspection, the harness and relay box will be inspected for damage, and any excess insulation. If there is excessive insulation, the bolt will be removed, the excessive insulation will be trimmed away, and the bolt will then be torqued to the appropriate specification. If the harness or relay box is found to be damaged it will be repaired or replaced.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104276	Fuse Box Bolt Inspection (Includes necessary time to trim harness insulation) ADD: For Crew Cab Vehicles	0.5 -	ZFAT	N/A
9104675	Fusebox Harness Replacement	0.3 ST*		

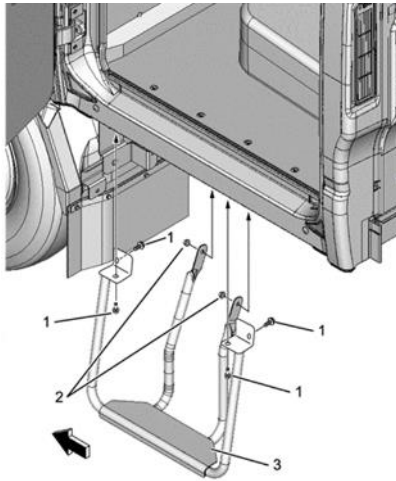
* **This labor code is for use only when** GM Technical Assistance Center (TAC) has instructed dealers to replace the Fuse box harness.

Service Procedure

1. Place the vehicle in park, apply the parking brake, and remove the key from the Engine Control Switch.
2. Disconnect the negative battery cable.

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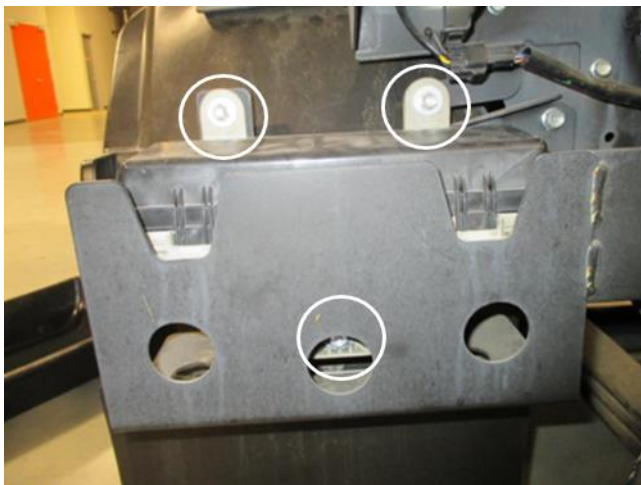
- (1) Bolt
- (2) Nut
- (3) Rear Step

3. If equipped, remove the driver side rear step. See picture above. Refer to *Step Replacement* in SI. If not proceed to the next step.



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4. Remove the fuse box lid to expose the relays and fuses. See picture above.



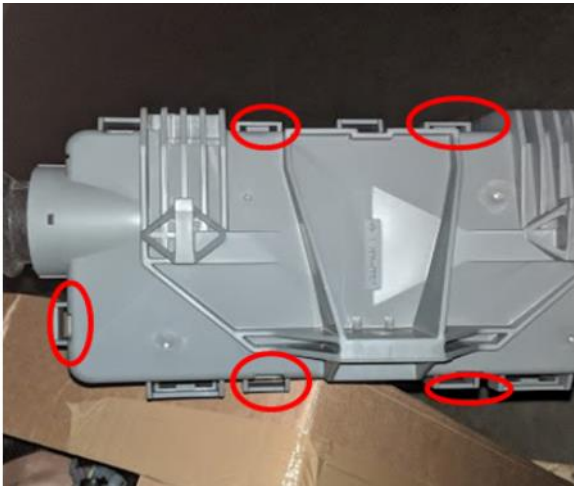
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5. Remove the three (3) 12mm fuse box mounting bolts and set these aside for later use. See picture above.

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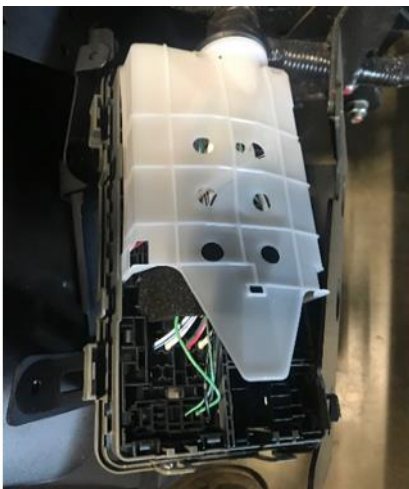


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6. Flip the fuse box over and remove the lower cover using a flat blade screwdriver to release the five (5) locking tabs. Set lower cover to the side for later use. See pictures above.



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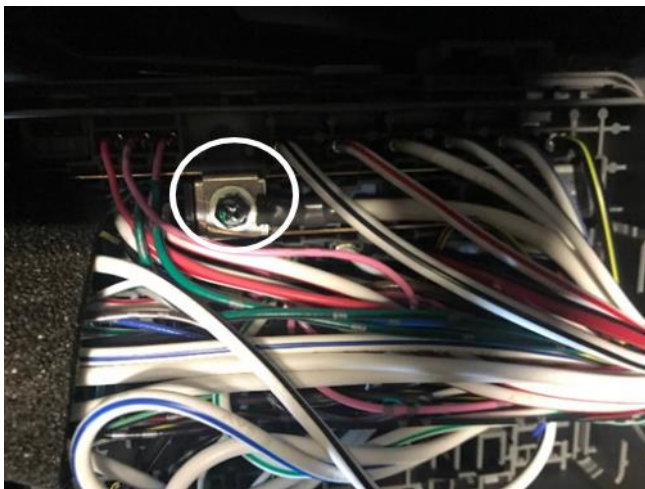


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7. Remove the inner cover by removing PVC tape, pulling the grommet off the end of the fuse box halves and using the same process to release the locking tabs as in Step 4. Set cover to the side. See pictures above.

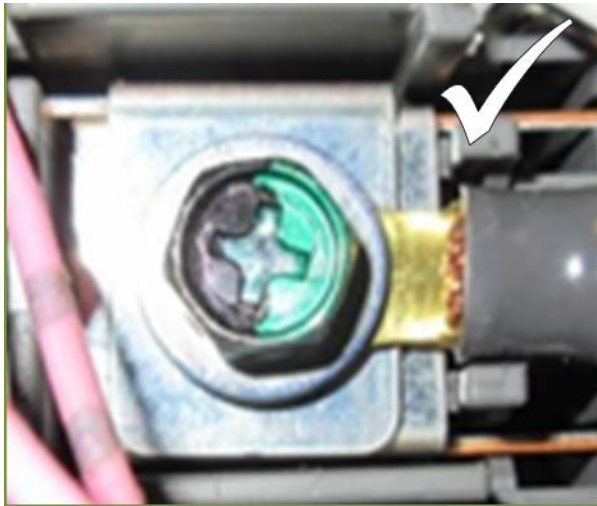


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8. Inspect the relay box power wire for any damage:
 - If there is any damage, take a picture similar to the photo above and contact GM Technical Assistance Center (TAC) for further instructions.
 - If there is NO DAMAGE, continue to step 9.

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9. Inspect the wire terminal insulation for excess insulation. See picture above.
 - If the insulation is not ok, proceed to step 10.
 - If the insulation is ok, proceed to step 11.
10. Remove the terminal bolt and lift the terminal away from the fuse box. Using a razor blade, carefully trim away any excess insulation as necessary. Then reinstall the bolt.
11. Torque the power supply terminal bolt to 3.4 Nm (30.1 lb in.)
12. Install the white inner fuse box cover.
13. Install the rubber grommet and tape as necessary.
14. Install the fuse box lower cover.
15. Mount the fuse box onto the vehicle using the three 12mm bolts removed from step 5 and torque to 7.1 Nm (5.3 lb ft.).
16. Install the fuse box cover.
17. Install the driver side rear step if equipped. Torque to 18 Nm (13 lb ft.). See picture above. Refer to *Step Replacement* in SI.
18. Install the negative battery cable. Torque to 6 Nm (53 lb in.).

Dealer Responsibility

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.

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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. 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.

