

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5288  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 17, 2020

Subject: Stop Delivery Order for Upcoming Safety Recall N202292780

Models: 2019 Chevrolet Low Cab Forward (LCF) GAS 3500/4500 Medium Duty Trucks  
2020 Chevrolet Low Cab Forward (LCF) DIESEL 4500/5500 Medium Duty Trucks

To: All General Motors Medium Duty Dealers

**STOP DELIVERY ORDER**

Effective immediately, stop the delivery of certain 2019 model year Chevrolet Low Cab Forward (LCF) GAS 3500/4500 Medium Duty Trucks, and 2020 model year Chevrolet Low Cab Forward (LCF) DIESEL 4500/5500 Medium Duty Trucks in new or used vehicle inventory. Isuzu Motors Limited has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these vehicles. The GM recall number is N202292780.

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 until the defect is remedied.

The seat belt assembly has a dual mode belt locking mechanism in the retractor assembly: A belt webbing locking mechanism and a GSensor locking mechanism. Due to a manufacturing error by the supplier in a limited production period, the belt webbing locking mechanism, which is applied by the rapid movement of the seat belt, may not function. The separate G-Sensor lock mechanism which is applied through rapid vehicle deceleration remains fully functional. In affected vehicles, the supplier may not have inserted the Pawl Spring in the seat belt retractor at the proper angle. With use over time, the pawl spring may gradually extend through an opening in the lock gear and could potentially contact the flywheel, which is one of the locking components of the belt webbing lock system. If that contact prevents the flywheel from moving, the webbing lock mechanism may stop functioning. The occupant may not be restrained as designed and/or may become unrestrained if the separate G-Sensor locking mechanism becomes unavailable, increasing the risk of injury in the event of a crash. In some of the affected vehicles, the belt webbing locking mechanism (which is applied by the rapid movement of the seat belt) may not function. Occupants may not be restrained as designed and/or may become unrestrained if the separate G-sensor locking mechanism becomes unavailable, increasing the risk of injury in the event of a crash.

To correct this condition, dealers will check the seat belt label number and seat belt assembly date. If the seatbelt falls within the production range identified, the seat belt assembly will be replaced.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-

traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on January 17, 2020. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. A file identifying involved vehicles in dealer used inventory will be published in GM GlobalConnect, under the Service tab in Field Action Inventory Reports.

**Question and Answer Document (Q&A)**

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity of parts are available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE  
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