

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5540
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 9, 2020

Subject: N2023167600 - Safety Recall
Starter Ground Cable Breakage – US only

Models: 2018-2021 Chevrolet Low Cab Forward (LCF) 6500XD MD
Produced prior to August 14, 2020

To: All General Motors Medium Duty Dealers

General Motors is releasing Safety Recall N202316700 today. The total number of U.S. vehicles involved is approximately 306. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery September 11, 2020. 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.

Question and Answer Document (Q&A)

Attached to this message you will find an updated 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.

Working Capital Assistance Program (WCAP) Eligibility

Vehicles which were in dealer inventory at the time of this bulletin release were eligible for WCA. Please refer to the attached bulletin and GlobalConnect Message GCUS-9-7345 for additional information.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated October 10, 2020 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
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