

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5499
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 11, 2019

Subject: Stop Delivery Order for Upcoming Safety Recall N202316700
Starter Ground Cable Breakage

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

To: All General Motors Medium Duty Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2018-2021 model year Chevrolet Low Cab Forward (LCF) 6500XD MD vehicles 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 N202316700.

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 ground cable connecting the starter motor to the vehicle frame may break at the starter-side eyelet, which can result in an engine no-crank or slow-crank condition, causing the vehicle not to start. If the driver attempts to start the engine after the cable has broken, electrical current will flow through the steel braiding of the power steering hose rather than through the broken cable, generating heat within the power steering hose. Once the cable is broken, if the driver makes repeated efforts to restart the engine or if the key is held in the engine start position for an extended period of time, enough heat may be generated to melt and potentially to rupture the power steering hose. If the power steering hose ruptures, power steering fluid may leak onto a hot engine or exhaust surface. The power steering fluid leaking onto a hot surface may increase the risk of a fire.

To correct this condition, dealers will replace the ground cable in all affected vehicles and will inspect the power steering hose for any damage. The power steering hose will also be replaced if it is found to be damaged or, even in the absence of any apparent damage, if the ground cable was broken.

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 September 12, 2020 or sooner. 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 is available, the recall bulletin will be released, and dealers can begin repairing vehicles.

END OF MESSAGE
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