

## **Frequently Asked Questions (FAQs) for Safety Recall N202316700 Starter Ground Cable Breakage**

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

**Q1) Which vehicles are involved?**

A1) 2018-2021 Chevrolet Low Cab Forward (LCF) 6500XD MD

**Q2) What is the issue or condition?**

A2) In the affected vehicles, 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.

**Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?**

A3) A vehicle with this issue may not start. If the customer continues to try to start the engine after a failure occurs, the customer may see smoke from the power steering hose melting or the power steering fluid leaking onto a hot surface.

**Q4) What is the remedy/repair?**

A4) 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.

**Q5) What is the safety risk? Is the vehicle safe to drive?**

A5) The power steering fluid leaking onto a hot surface may increase the risk of a fire.

**Q6) Does the customer have to pay for this remedy/repair?**

A6) No, this inspection/repair will be done at no cost to the customer.

**Q7) Is the remedy/repair available now?**

A7) No, when a remedy is available and/or sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

**Q8) What should customers do until recall repairs can be completed? Are there any special instructions?**

A8) If special instructions are provided, they will be included in the notification letters to customers.

**Q9) How can customers check to see if their vehicle is involved in this field action?**

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for

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field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

**Q10) If customers are concerned, can they get a rental car or courtesy transportation?**

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.