

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5580  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 20, 2020

Subject: Stop Delivery Order for Upcoming Safety Recall N202323550  
Battery Cable, Surge Hose and Harness Routing

Models: 2020 Chevrolet 4500 Low Cab Forward MD (17 Vehicles)

To: All General Motors Medium Duty Dealers

**STOP DELIVERY ORDER**

Effective immediately, stop the delivery of certain 2020 model year Chevrolet Low Cab Forward (LCF) 4500 MD vehicles in new or used vehicle inventory. Isuzu Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these vehicles. The GM recall number is N202323550.

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.

In the affected vehicles, the first condition/defect involves the positive cable connecting the battery to the starter was too long. Depending on the installation positioning, the cable may be routed too close to the right-side exhaust pipe. Over time, heat from the exhaust pipe may cause the conduit and insulation to deteriorate, which may expose the wires and lead to the potential for a short circuit. Damage to the circuit may result in an engine no-start condition. Exposed wires could corrode and/or short circuit, resulting in a no-start condition or a thermal event, increasing the risk of a crash or fire.

The second condition/defect involves, the chassis harness and the coolant return hose from the radiator to the reservoir (surge hose) are located near the edge of the cab floor panel. During normal driving, the harness and/or hose could potentially chafe from contact with the cab floor panel. Continued chafing could cause wear in the harness and/or hose, ultimately causing a hole in the hose with the potential for engine coolant to leak and/or causing damage to the harness with the potential for a short circuit. Damage to the harness may also result in a short circuit and cause melting of the wires, engine no start, or engine stall. Damage to the harness may also result in a short circuit and cause melting of the wires, engine no start, or engine stall.

To correct this condition, dealers will add fasteners and protectors to the surge hose and chassis harness and adjust the positive battery cable.

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 has been updated for this upcoming recall today, November 20, 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. To identify involved vehicles in dealer used inventory, run an Open VIN Report or Field Action Initiation Report using Field Action Reports-GFAM within the Maxis Dealer Application in GlobalConnect.

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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