



IMPORTANT SAFETY RECALL

May 2020

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2019 model year Chevrolet Low Cab Forward 4500 vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

<p>IMPORTANT</p> <ul style="list-style-type: none"> • Your vehicle is involved in GM safety recall N202303140. • Schedule an appointment with your GM dealer. • This service will be performed for you at no charge.

Why is your vehicle being recalled?

Isuzu Motors Limited, manufacturer of 2019 Chevrolet Low Cab Forward 4500 medium duty vehicles has decided that a defect, which relates to motor vehicle safety, exists in these vehicles. In some of the affected vehicles, the brake line clip(s) for the rear driver side brake line (which is routed inside the passenger side frame rail) may have been incorrectly installed, potentially allowing the brake line to make contact with a grounding bolt. Repeated contact with the bolt could compromise the rear driver side brake line, leading to a loss of brake fluid and resulting in a drop in the hydraulic brake pressure and a reduction or loss of the rear driver side braking performance. All of the remaining brakes (front, passenger side rear and parking brake) will continue to operate normally. If the rear driver side brake fails, the braking performance of the vehicle can be reduced, increasing the risk of a crash.

What will we do?

Your GM dealer will inspect the brake line mounting clips to determine if the brake line clip(s) were installed correctly. If the clips are not installed correctly, the brake line will have to be replaced. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately two hours.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 20V193.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs
Vice President
Global Vehicle Safety