

Product Safety Recall

N202303150 Chassis Harness Improperly Routed



Release Date: May 2020

Revision: 01

Revision Description: This bulletin has been revised to include the customer letter. Please discard all previous copies of bulletin N202303150.

Attention: 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 under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery April 03, 2020. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

ONLY Chevrolet Medium Duty dealers can complete this recall repair.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	6500XD Low Cab Forward	2018	2020		

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018-2020 model year 6500XD Low Cab Forward vehicles. The chassis wire harness outside the relay box was improperly routed. As routed, it can contact the suspension’s leaf spring hanger bracket, causing the harness to chafe and the wires to be damaged. Depending on which of the wires within the harness are affected, different systems could be impacted, yielding varying possible results including the possibility of a vehicle stall and/or reduced functionality of the ABS brake system. These results could increase the risk of a crash.
Correction	Dealers will repair or replace the existing wire harness, as necessary, if it is damaged, and install additional clamps to ensure the undamaged or repaired/replacement wire harness is secured away from the hanger bracket.

Parts

Quantity	Part Name	Part No.
1	CLIP CHAS FRT	97780757

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which chassis clips to order.

Due to the small number of vehicles involved, (318), and due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. **Parts should only be ordered when inspection determines that it is necessary to repair the engine harness.**

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104673	Inspect and Install Harness Hardware Kit ADD: For Wire Repair	0.5* 0.1-1.0	ZFAT	N/A
9105146	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	**
9105147	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***
9105148	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	****
9105149	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	*****

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Note: To avoid having to “H” route the customer reimbursement / floor plan / WCAP transaction for approval, it must be submitted prior to the repair transaction.

- * Includes 0.1 hours for administrative allowance.
- ** For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.
For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.
- *** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Floor Plan Reimbursement – NEW INVENTORY ONLY

**** **USA & Canada Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message April 03, 2020 to the date the repair is completed, and the vehicle is ready for sale (not to exceed 45 days):

Vehicle	Floor Plan Reimbursement Amount
2020 6500XD Low Cab Forward	\$6.04
2019 6500XD Low Cab Forward	\$4.81

Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

Note: USA & Canada Only - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Important: The WCAP ZSET transaction labor code, 9800050, provided in the dealer message sent on May 04, 2020, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

***** **USA & Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order April 03, 2020 to the date the inspection or repair closed the recall bulletin. (not to exceed 45 days).

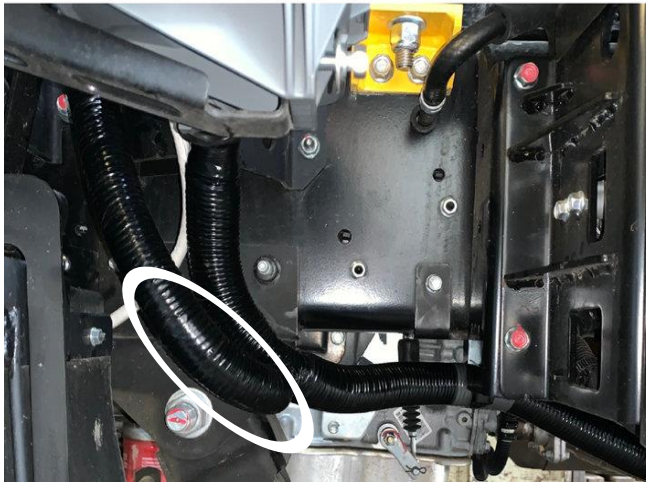
Vehicle	Working Capital Assistance Reimbursement Amount
2020 6500XD Low Cab Forward	\$18.11
2019 6500XD Low Cab Forward	\$12.72
2018 6500XD Low Cab Forward	\$11.22

Service Procedure

1. Place the vehicle in park, apply the parking brake, and turn engine off.
2. Disconnect the negative (-) battery cable.

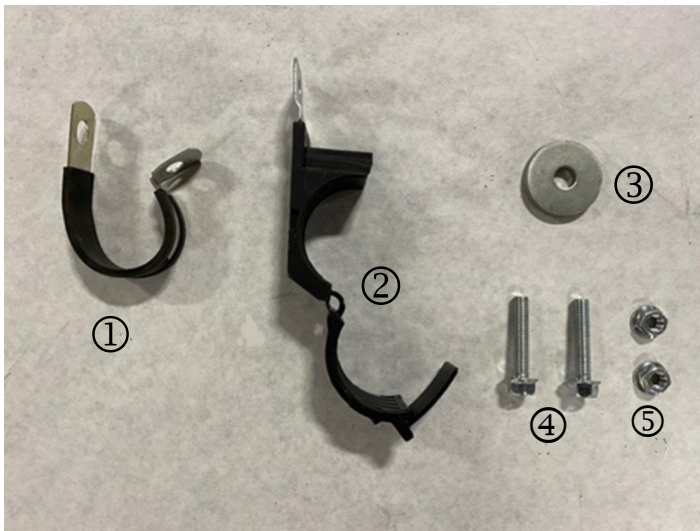
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3. Inspect the Harness for contact with the Left Front, Rear Leaf Spring Hanger Bracket. Figure 1 indicates where the harness may contact the Bracket.
 - 3.1. If the harness is not contacting the spring hanger and/or there is no sign of harness damage continue to Step 4.

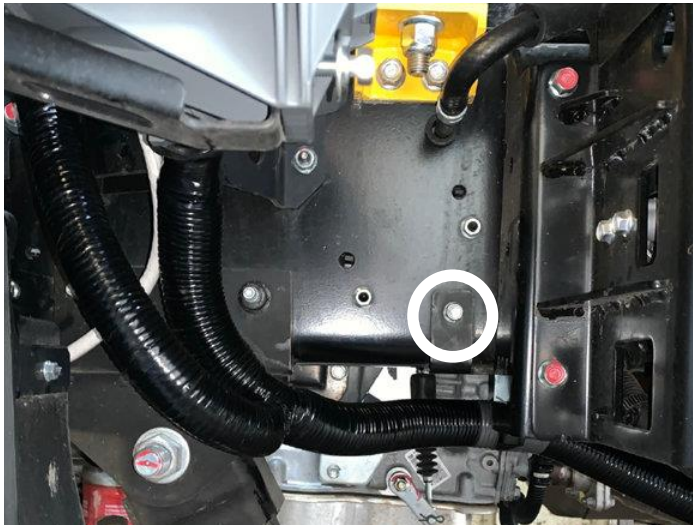


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- (1) Upper clamp
 - (2) Lower clamp
 - (3) Spacer
 - (4) Bolts
 - (5) Nuts
4. Familiarize yourself with the parts of the Harness Relocation Kit shown above.

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5. Remove the bolt and nut holding the forward tab of the wiring harness bracket as shown above. Discard the bolt and nut just removed.

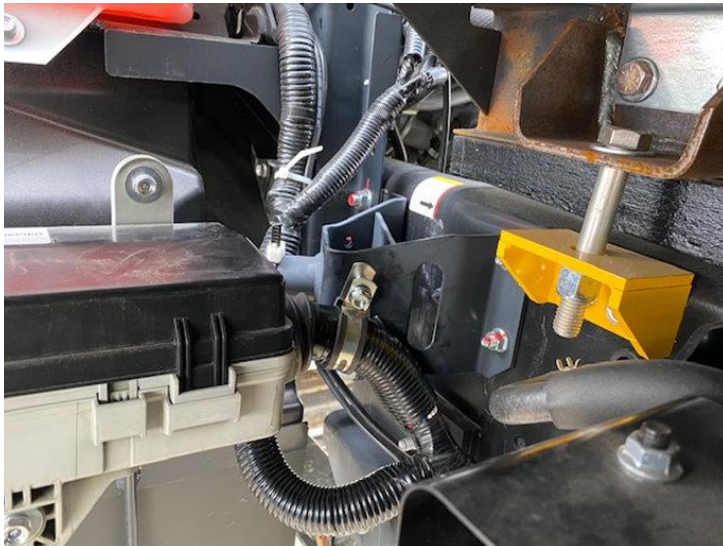


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6. Insert one of the bolts from the kit through the hole in the fuse box bracket as shown above. The threads of the bolt should be facing outwards from the bracket. Place the Upper Clamp over the harness approximately two (2) inches away from where the harness enters the fuse box. Firmly push upwards on the harness and slip the flat portion of the Clamp over the bolt. (shown above.)

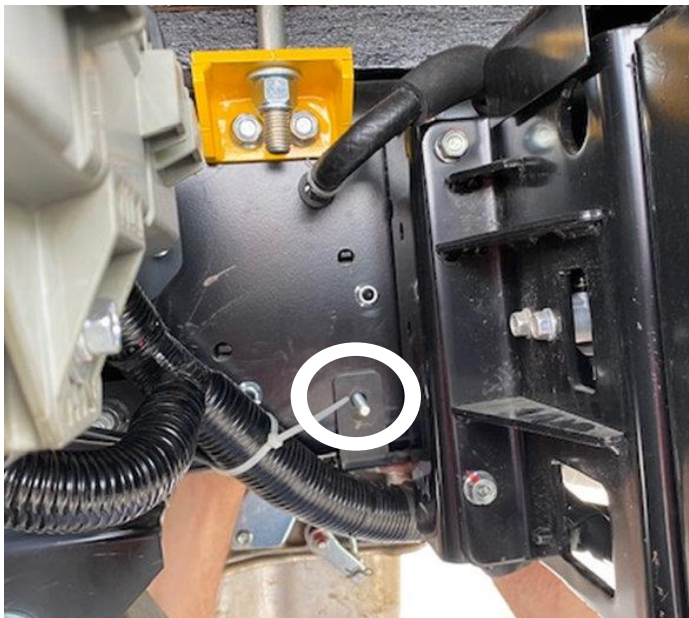
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7. Firmly push or pull upwards on the harness while squeezing the Upper Clamp together in order to slip the outer hole of the clamp over the bolt. Turn a nut onto the bolt several turns by hand to hold clamp in place.

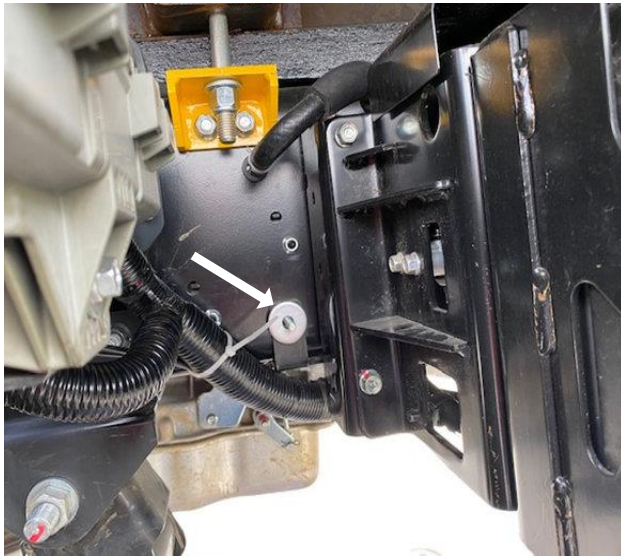


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8. Insert the other bolt through the hole where the bolt was removed in Step 5. The threads should be facing outwards.

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9. Slip the Spacer onto the bolt that was inserted in Step 8.

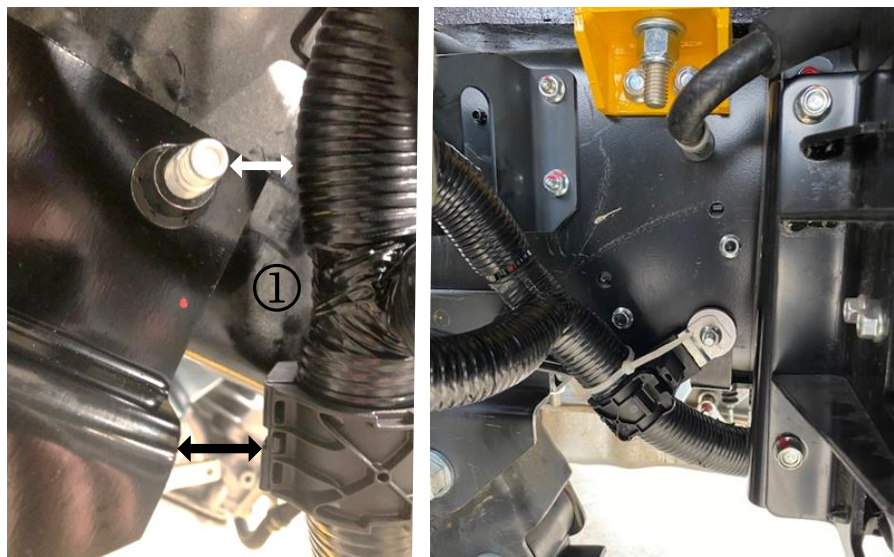


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10. Place the Lower Clamp over the harness. Slip the Lower Clamp loop over the bolt, start a nut by hand several turns, and lightly snug the nut. Lightly snap the ratcheting mechanism of the Lower Clamp onto the harness.

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11. Adjust the Upper Clamp position until the harness has at least 15mm of clearance from the spring hanger bracket and bolt as shown (1). Position the Lower Clamp so that it is in line with the spring hanger bracket as shown. Hold the Lower Clamp in place when the clearance and Clamp position are correct and snug the nut down with a ratchet and socket.
12. Place a wrench on the head of each bolt while tightening. Torque both Clamp Nuts to 20 Nm (14 lb-ft).
13. Firmly press the Lower Clamp ratcheting mechanism closed so that the harness is held steady in the clamp.
14. Connect the negative (-) battery cable.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this

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bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by May 31, 2021. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



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.

Isuzu Motors Limited has decided that a defect which relates to motor vehicle safety exists in certain 2018-2020 model year Chevrolet 6500XD Low Cab Forward 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.

IMPORTANT

- Your vehicle is involved in GM safety recall N202303150.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The chassis wire harness outside the relay box was improperly routed. As routed, it can contact the suspension's leaf spring hanger bracket, causing the harness to chafe and the wires to be damaged. Depending on which of the wires within the harness are affected, different systems could be impacted, yielding varying possible results including the possibility of a vehicle stall and/or reduced functionality of the ABS brake system. These results could increase the risk of a crash.

What will we do?

Your GM dealer will repair or replace the existing wire harness, as necessary, if it is damaged, and install additional clamps to ensure the undamaged or repaired/replacement wire harness is secured away from the hanger bracket. 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 time of approximately 1 hour and 35 minutes.

Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by May 31, 2021, unless state law specifies a longer reimbursement period.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

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

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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 20V195.

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

Enclosure
GM Recall: N202303150