

Frequently Asked Questions (FAQs) for Safety Recall N212333830 Rear Axle U-Bolt Nuts

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) Certain 2017 Chevrolet LCF 4500HD, 4500XD, 5500HD and 2020 Chevrolet LCF 4500HD, 4500XD, 5500HD, and 5500XD Trucks.

Q2) What is the issue or condition?

A2) The U-bolt nuts for the rear axle may not have been properly tightened at the manufacturing plant.

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

A3) Drivers may notice the rear axle out of place during the pre-trip inspection and would hear a loud noise if the propeller shaft separated during use.

Q4) What is the remedy/repair?

A4) Dealers will inspect and, if needed, replace and tighten the rear axle U-bolt nuts.

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

A5) The U-bolts and U-Bolt nuts secure the rear axle to the leaf spring. If the U-Bolt nuts loosen, the axle will initially be held in place by the leaf spring centering pin. With continued use, the axle can misalign with the centering pin, allowing the rear axle to move rearward and the propeller shaft to separate at its slip joint. If the propeller shaft separates, the rear wheels will not receive power from the engine and the vehicle will stall, increasing the risk of a crash.

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) An inspection is available that allows dealers to close the field action if a vehicle passes. When a sufficient quantity of parts are available 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 field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.