Date: December 16, 2021

Subject: Stop Delivery Order for Upcoming Safety Recall N212353450
           Steering Knuckle Stopper Bolt Loose

Models: 2018-2021 Chevrolet Low Cab Forward 6500XD Medium Duty Trucks

To: All General Motors Medium Duty Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2018-2021 model year Chevrolet Low Cab Forward 6500XD MD vehicles in new or used vehicle inventory. Isuzu Motors Limited, the manufacturer of these vehicles, has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these vehicles. The GM recall number is N212353450.

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.

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018-2021 model year Chevrolet Low Cab Forward 6500XD medium duty truck vehicles. The jam nut for the steering stopper bolt on the left-front knuckle may loosen and allow the bolt to back away from the steering knuckle. This could result in an increase in the turning radius of the vehicle in left turns. A change in turning radius could make it difficult to make sharp turns. A prior recall (19V467) was conducted to address this issue, but Isuzu has identified this condition on vehicles that were remedied in that campaign as well as those that were produced after a change in production intended to prevent the condition. If the vehicle's turning radius is increased, there is an increased risk of a crash.

To correct this condition, GM dealers will replace both right and left side stopper bolt jam nuts with the new Spiralock Nut. The bolts and extensions will be cleaned and/or replaced as required.

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 will be updated for this upcoming recall on December 16, 2021. 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.

<u>Question and Answer Document (Q&A)</u>

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

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
GLOBAL SAFETY FIELD INVESTIGATIONS