

Frequently Asked Questions (FAQs) for Safety Recall N212353450 Steering Knuckle Stopper Bolt Loose

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

Q2) What is the issue or condition?

A2) 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.

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

A3) Drivers experience difficulty turning the steering wheel fully to the left.

Q4) What is the remedy/repair?

A4) 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.

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

A5) If the vehicle's turning radius is increased, there is an increased 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) Yes, please see the attached bulletin for details.

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/>.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.