



IMPORTANT SAFETY RECALL

May 2021

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 has decided that a defect, which relates to motor vehicle safety, exists in certain 2017 and 2020 model year Chevrolet 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 N212333830.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The U-bolt nuts for the rear axle may not have been properly tightened at the manufacturing plant. If the U-Bolt nuts loosen and fall off, 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.

What will we do?

Your GM dealer will inspect and, if needed, replace and tighten the rear axle U-bolt nuts. 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 1 hour and 20 minutes.

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 any questions or concerns that your dealer is unable to resolve, please contact the General Motors Medium Duty Truck Customer Assistance Center at 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 21V194.

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

GM Recall: N212333830