

This is a representative letter. Customer letters are personalized and list specific model, model year and VIN.



IMPORTANT SAFETY RECALL

March 2022

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 2018-2021 model year Chevrolet Low Cab Forward 6500XD vehicles. These vehicles are manufactured by Isuzu. As a result, GM is conducting a safety recall.

<p>IMPORTANT</p> <ul style="list-style-type: none"> • Your vehicle is involved in GM safety recall N212353450. • Schedule an appointment with your GM dealer. • This service will be performed for you at no charge.

Why is your vehicle being recalled? The jam nut for the steering stopper bolt on the left side 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, which could make it difficult to make sharp turns. If the vehicle's turning radius is increased, there is an increased risk of a crash. (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.)

What will we do? Your GM dealer will replace both right and left side stopper bolt assemblies which include newly designed jam 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 service correction time of approximately 1 ½ hours.

What should you do? You should contact your GM dealer to arrange a service appointment as soon as possible.

When scheduling your appointment, confirm with the dealer that they service Medium Duty Trucks.

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)
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 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 21V861.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto
 Vice President
 Global Product Safety and Systems

GM Recall: N212353450