

# Product Safety Recall

## N212333830 Rear Axle U-Bolt Nuts



**Release Date:** April 2021

**Revision:** 01

**Revision Description:** This bulletin has been revised to include the repair procedure and customer letter. Please discard all previous copies of bulletin N212333830.

**Attention:** 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 under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

**ONLY Chevrolet Medium Duty dealers can complete this recall repair.**

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	LCF 4500HD	2017	2017		
	LCF 4500XD				
	LCF 5500HD				
	LCF 4500HD	2020	2020		
	LCF 4500XD				
	LCF 5500HD				
LCF 5500XD					

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	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. In the affected vehicles, 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.
<b>Correction</b>	Dealers will inspect and, if needed, replace and tighten the rear axle U-bolt nuts.

### Parts

Quantity	Part Name	Part No.
4 per vehicle	BOLT, RR AUX SPR	94127924
8 per vehicle	WASHER, RR SPR U BOLT	97360118
8 per vehicle	NUT, FRT SPR U BOLT	97360121
4 per vehicle	BOLT U, RR SPR	98128783
8 per vehicle	NUT, RR SPR U BOLT	94060479

Due to the small number of vehicles involved, 97, and due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace the rear axle U-bolts and nuts.

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105576	Inspect Axle U-Bolts – No Further Action Required (Passed)	0.5	ZFAT	N/A
9105653	Replace Axle U-Bolts (includes inspection)	1.3		

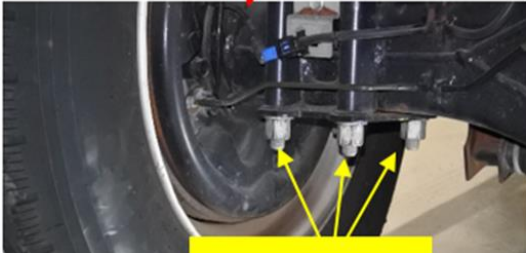
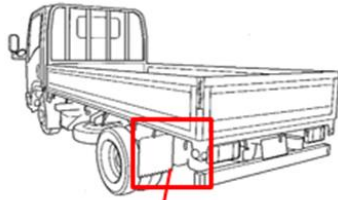
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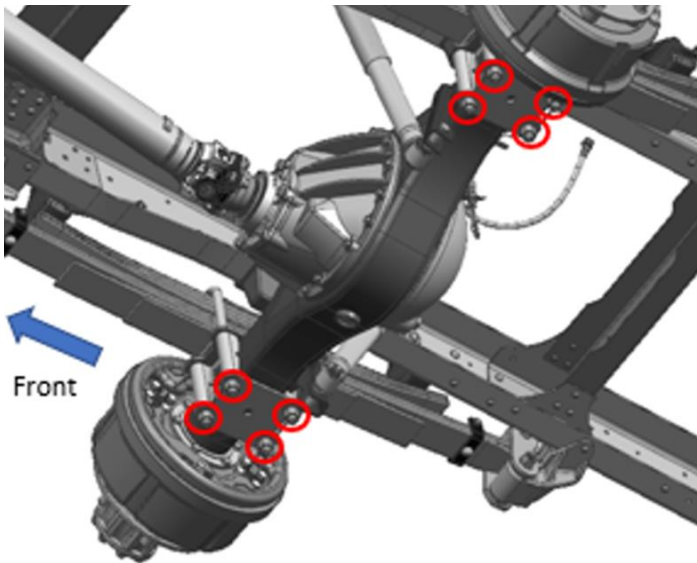
### Service Procedure

1. Shift vehicle to park, turn off engine, set parking brake, and block rear wheels.



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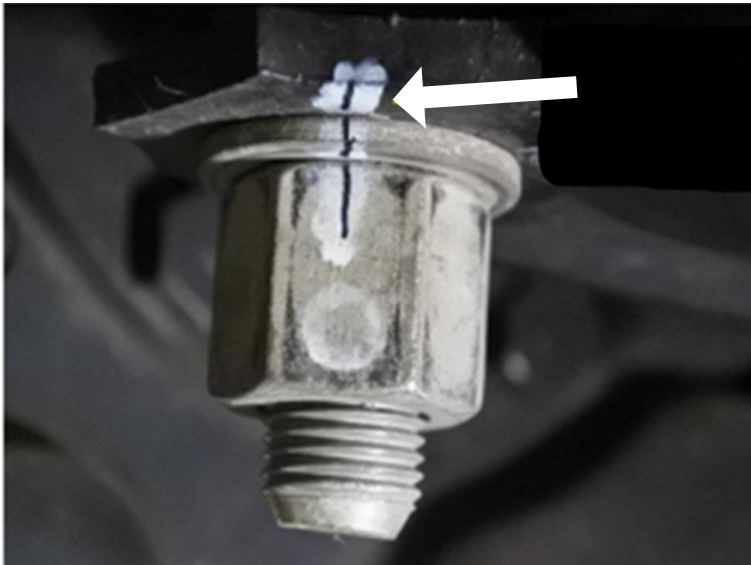
2. Locate the rear Axles U-Bolt Mounting Nuts.
3. Use a rag or wire brush clean the U-Bolt nuts and retainer plate surface.



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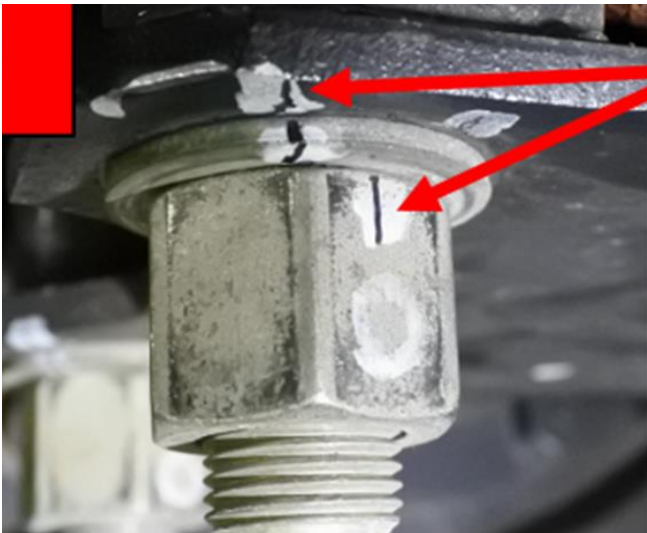
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4. Use a paint pen or small brush and paint to make an alignment mark on each nut, washer (if equipped), and the retainer plate in a straight vertical line as shown.
5. Use a torque wrench to tighten all eight (8) Rear Axle U-bolt nuts to 90 Nm (66 lb ft).
6. Inspect the painted alignment marks on all eight (8) Rear Axle U-bolt Nuts.

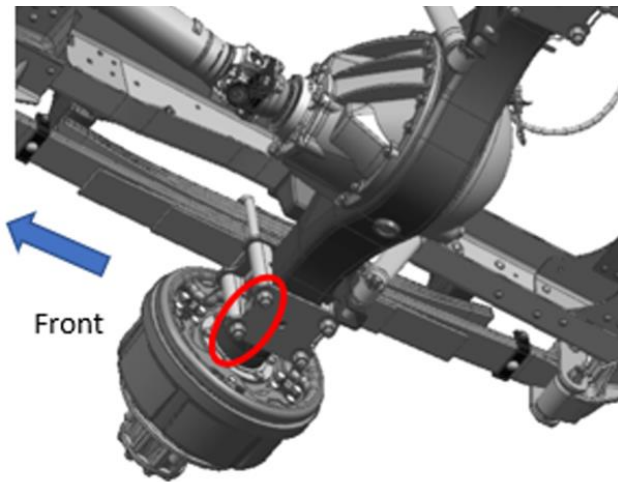


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- 6.1 If ANY of the painted marks are no longer aligned proceed to Step 7 to replace the U-Bolts and U-Bolt Nuts.
- 6.2 If ALL eight (8) of the Rear Axle Nut Paint Marks are still aligned, no further action is required.

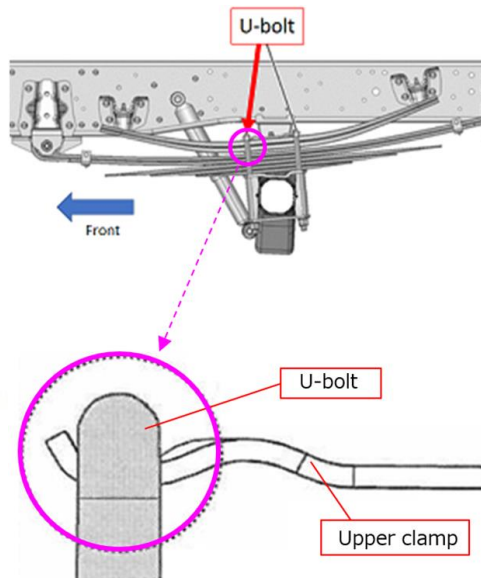
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7. Loosen and remove the two right hand side/forward Rear Axle Nuts and washers (if applicable). Lift the old U-bolt upwards to remove it.



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8. Install a new U-bolt into the same location where the old U-bolt was removed in Step 7. Make sure the U-bolt is properly seated as shown.
9. Place the two new (2) washers (if applicable) and new nuts onto the new U-bolt. Use hand tools to tighten tighten each nut evenly.

**Important:** Ensure that the nuts are properly seated and tightened evenly so that the U-bolt does not tilt.

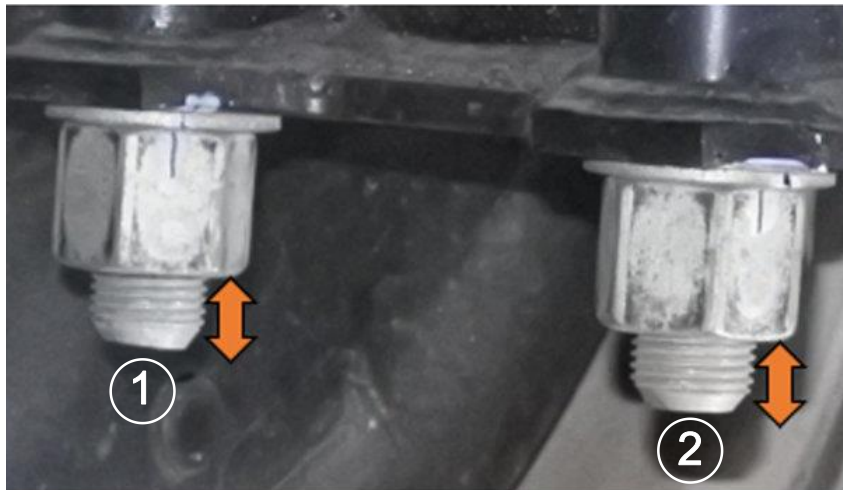
Vehicle Model	Tightening Torque
4500 HD	177 Nm (131 lb ft)
5500 HD	284 Nm (210 lb ft)

10. Use a torque wrench to alternately tighten the nuts to the specification shown above.

**Important:** Ensure the U-Bolt and U-bolt nuts are properly seated and tightened evenly so the U-bolt does not tilt.

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11. Measure the amount of U-Bolt thread protruding from the U-bolt nut (1) and record your measurement.
12. Measure the amount of U-Bolt thread protruding from the U-bolt nut (2) and record your measurement
13. Determine the difference between measurements (1) and (2). The result should be 5mm or less.
  - 13.1 If the difference between measurement (1) and (2) is 5mm or less, no further action is required.
  - 13.2. If the difference between measurement (1) and (2) is greater than 5mm, loosen both nuts and repeat Step 10 – 13.

### Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

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In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**



# 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

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