

Product Safety Recall

N212353450 Steering Knuckle Stopper Bolt Loose



Release Date: March 2022

Revision: 00

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.

Vehicles involved in this recall were placed on stop delivery December 16, 2021. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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	Low Cab Forward 6500XD	2018	2021		

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.

Condition	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.
Correction	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.

Parts

Quantity	Part Name	Part No.
2	Steering Stop Bolt Kit	97840619

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
9106165	Replace Steering Stop Bolt Assemblies (Both Sides) Add: Alignment	0.9 0.4	ZFAT	N/A
9106166	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	*
9106167	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	**

Note: To avoid having to "H" route the floor plan / WCAP transaction for approval, it must be submitted prior to the repair transaction.

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Floor Plan Reimbursement – NEW INVENTORY ONLY

* **USA & Canada Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (December 16,2021) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 87 days):

Vehicle	Floor Plan Reimbursement Amount
	USA
2018 Chevrolet Low Cab Forward 6500XD	\$4.91
2019 Chevrolet Low Cab Forward 6500XD	\$4.75
2020 Chevrolet Low Cab Forward 6500XD	\$5.54
2021 Chevrolet Low Cab Forward 6500XD	\$5.46

Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

Note: USA & Canada Only - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Important: The WCAP ZSET transaction labor code, 9800083, provided in the dealer message sent on January 3, 2022, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

** **USA & Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (December 16, 2021) to the date the inspection or repair closed the recall bulletin. (not to exceed 87 days).

Vehicle	Working Capital Assistance Reimbursement Amount
	USA
2018 Chevrolet Low Cab Forward 6500XD	\$19.04
2019 Chevrolet Low Cab Forward 6500XD	\$20.25
2020 Chevrolet Low Cab Forward 6500XD	\$21.83
2021 Chevrolet Low Cab Forward 6500XD	\$23.17

Service Procedure

1. Apply the parking brake and block the rear wheels.

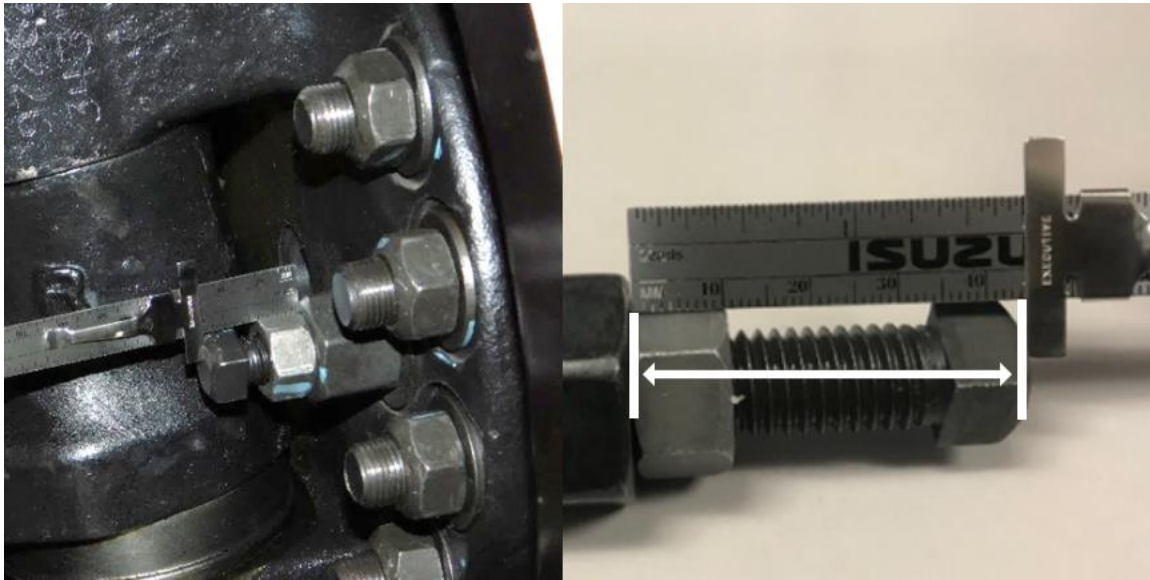


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2. Start the engine and turn the steering wheel all the way to the left in order to access the right (passenger side) Stop Bolt Assembly. (See Figure 1.) Shut the engine off after turning the steering wheel.
3. Remove the Stop Bolt Assembly using a 1” deep well socket.

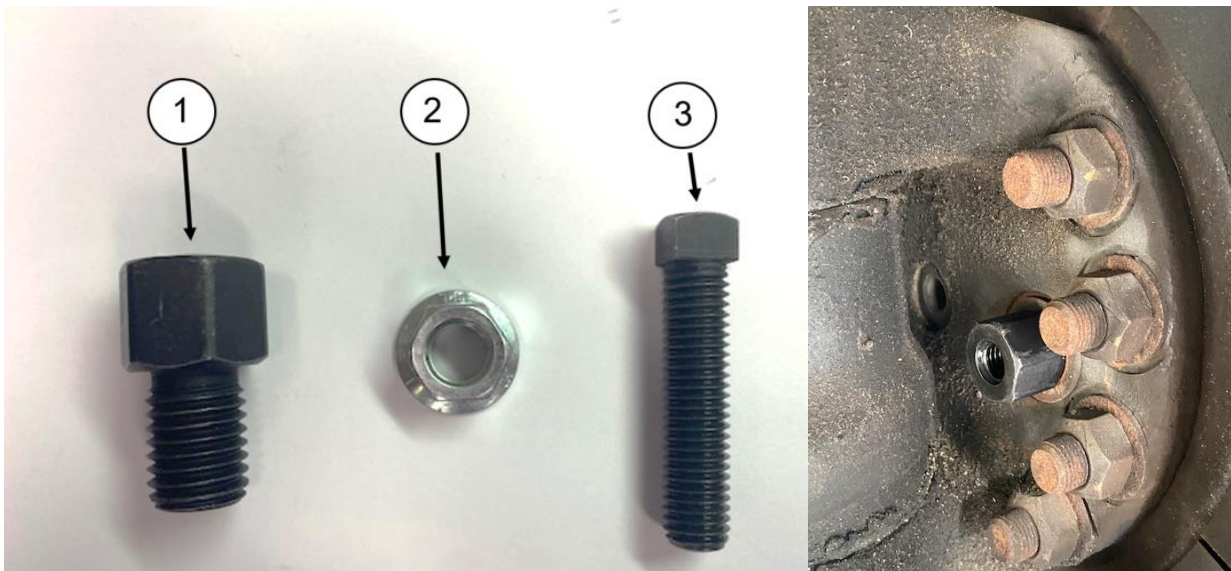
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4. Use an engineer's ruler to measure the distance that the Stop Bolt protrudes out from the Adapter Base. Record this measurement. If the Stop Bolt and/or Jam Nut are loose, disregard this measurement. The steering angle will need to be set after completing the Stop Bolt replacement.
 - Remove and discard the old Stop Bolt Assembly.



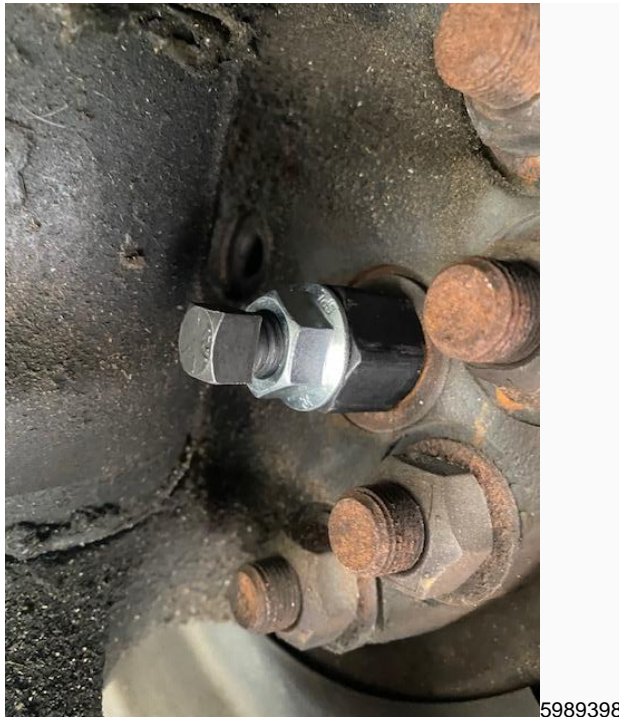
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5. Install the **new** Adapter Base (see Figure 3) using a 1" socket as shown in Figure 4. Tighten the Adapter Base to the specified torque.

Tightening Torque: 190 N•m (140 lb ft).

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6. Assemble the **new** Stop Bolt and Spirallock Nut (see Figure 3) into the Adapter Base installed in Step 5 as shown in Figure 5 and tighten the Spirallock Nut only hand tight.
 - If the Stop Bolt and Jam Nut were **not** found to be loose in Step 4, adjust the Stop Bolt until it is the same distance from the adaptor base measured and recorded in Step 4 (use a $\frac{1}{2}$ " open end wrench as necessary). When adjusted properly, snug the Spirallock Nut with a $\frac{3}{4}$ " open wrench. Using a $\frac{3}{4}$ " deep well socket and a torque wrench, tighten the Spirallock Nut to the specified torque. Proceed to Step 7.

Tightening Torque: 165 N•m (122 lb ft).

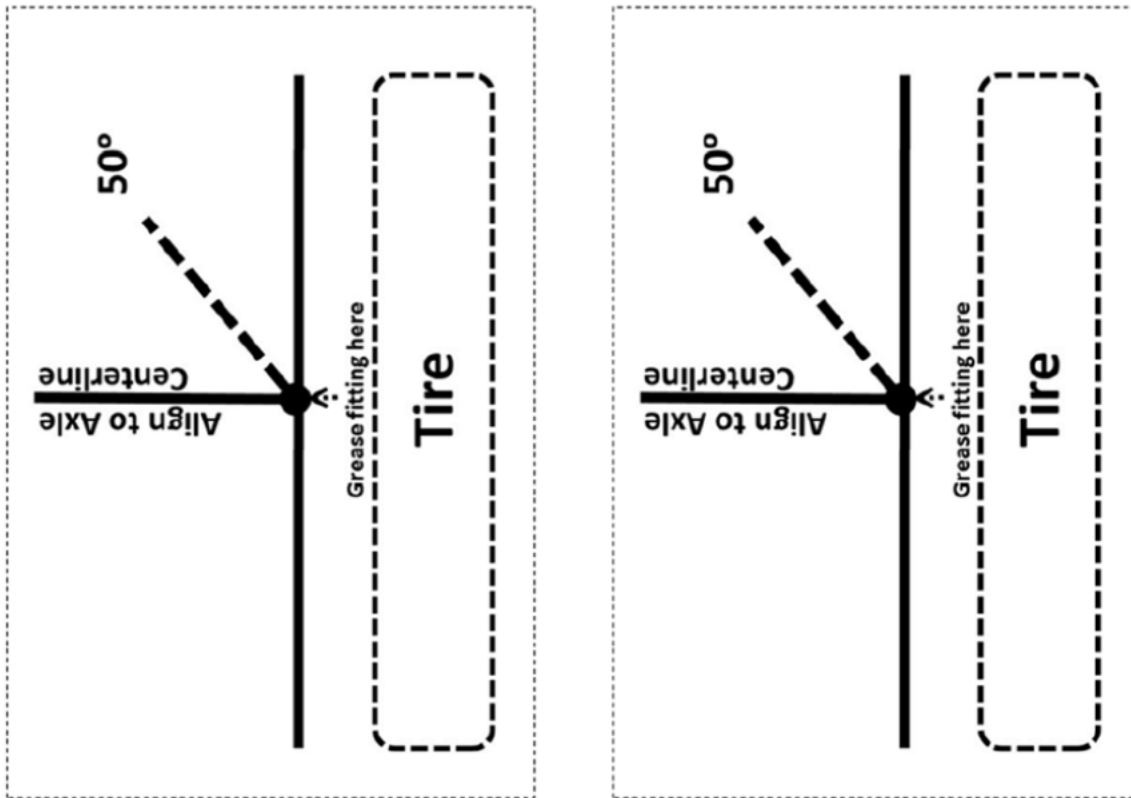
- If the Stop Bolt and Jam Nut **were** found to be loose in Step 4, use the TEMPLATE FOR STEERING BOLT ADJUSTMENT and perform the STEERING ANGLE ADJUSTMENT (Skip to Steps 11 through 18 in this bulletin).
7. Mark the Stop Bolt Assembly with white paint.
 8. Start the engine and turn the steering wheel all the way to the right in order to access the left (driver side) Stop Bolt Assembly. (See Figure 1.) Shut the engine off after turning the steering wheel.
 9. Repeat Steps 3 through 7 for the left (driver) side.
 10. No further action is required.

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TEMPLATE FOR STEERING BOLT ADJUSTMENT



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Note: It is critical that the above templates be printed at 100% resolution on standard 8.5x11 letter paper, or the dimensions of the template may be incorrect.

Print the above template for steering bolt adjustment.

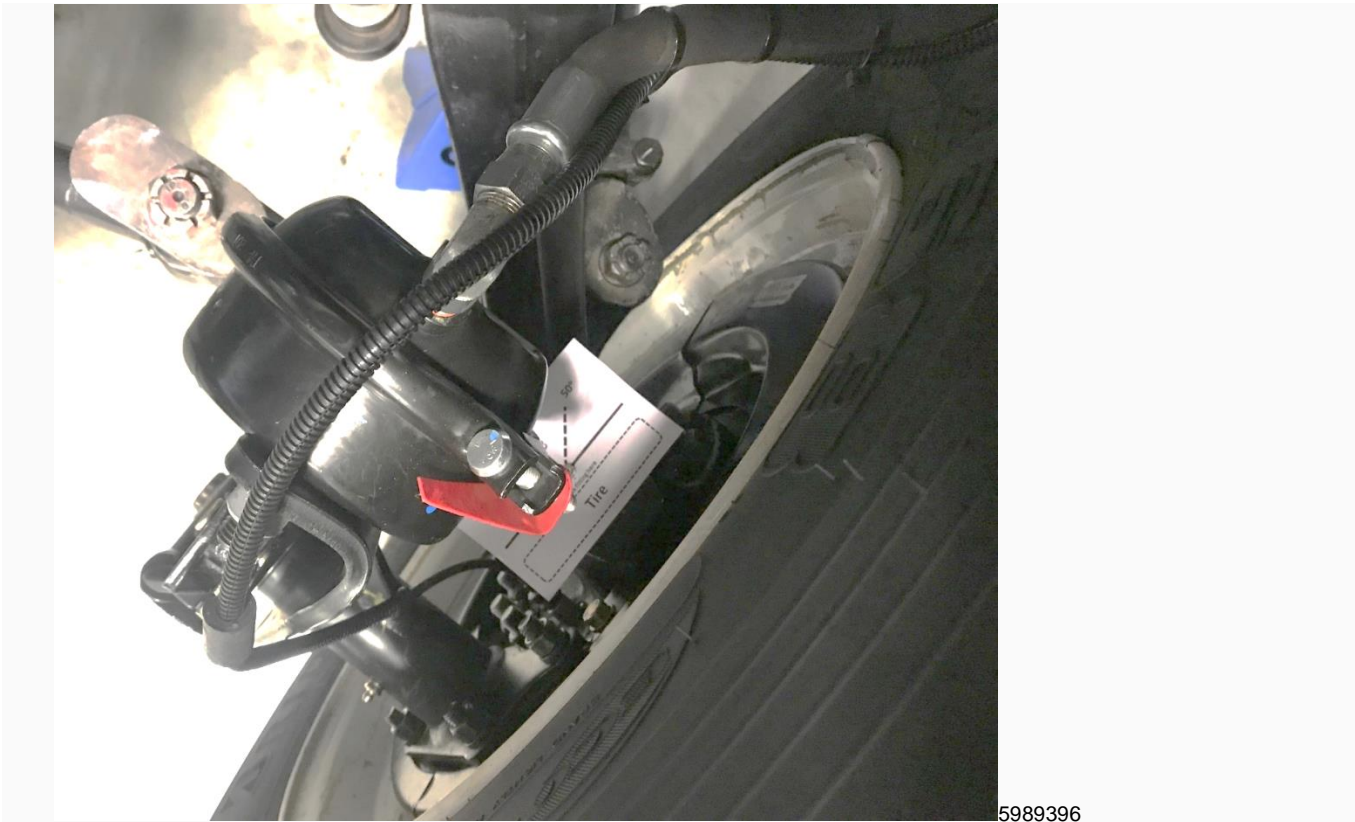
11. Per the instructions in the owner's manual or Service Information, safely tilt the cab and install the safety lock pin.



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12. Press the template over the left (driver side) upper kingpin grease fitting at the mark indicated. Orientate the template as shown in Figure 6. Make sure the area on the template marked "Tire" is parallel with the tire as shown.

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13. Start the engine and turn the steering wheel in the opposite direction of the wheel/stop bolt being replaced. Continue to turn the steering wheel until the template installed in Step 11 is the same as in Figure 7. The 50° dashed line on the template should align parallel with the casting mark through the center of the axle.



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14. Using a 1/2" open-end wrench, adjust the stop bolt until the stop bolt contacts firmly against the axle bolt stop. (See Figure 8.) Ensure the template is still in the position shown in Figure 7.

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15. Tighten the Stop Bolt Spirallock Nut with a $\frac{3}{4}$ " open-end wrench. Start the engine and turn the steering wheel in the opposite direction to access the steering stop. Turn off the engine. Use a $\frac{3}{4}$ " deep well socket and a torque wrench to tighten the Stop Bolt Spirallock Nut to the specified torque. (See Figure 9.)

Tightening Torque: 165 N•m (122 lb ft).

16. Mark the Stop Bolt Assembly with white paint.
17. Remove the template from the kingpin grease fitting and discard.
18. Repeat Steps 12 through 17 for the right (passenger) side.
19. Per the instructions in the owner's manual or Service Information, remove and properly stow the safety lock pin and tilt the cab back down. Ensure the cab is locked into place.

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/repaired 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.

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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.

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. 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

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





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.

IMPORTANT

- 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

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