



# IMPORTANT SAFETY RECALL

January 2022

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 Chevrolet Low Cab Forward 6500XD Medium Duty 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.

### 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.)

**We are working hard to secure replacement parts to repair your vehicle, as set forth below. Unfortunately, parts are not yet available. If you experience difficulty turning your vehicle to the left, please bring it to your dealer. Otherwise, GM will notify you once parts become available and ask you to bring your vehicle to your dealer at that time.**

### What will we do?

**Parts to repair your vehicle are not currently available**, but when parts are available, your Chevrolet dealer will replace both right and left side stopper bolt assemblies which include a newly designed jam nuts.

GM will notify you once parts become available and ask you to bring your vehicle to your Chevrolet dealer at that time. This service will be performed **free of charge**. You can also check the status of this recall at: <https://my.gm.com/recalls>.

### What you should do

In the meantime, take care when making left turns while driving. If you believe there is a problem, contact your dealer to schedule an appointment. Present this Owner Notification Letter at the time of your appointment. The dealer will check to determine if there is a problem with the stopper bolts. If the stopper bolt is determined to be the cause of your steering issue, the dealer will contact its Isuzu

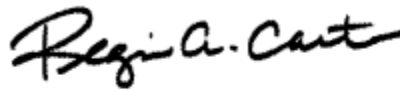
representative for further action prior to the recall remedy parts becoming available.

**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 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.



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Global Product Safety and Systems

GM Recall: N212353450