

## **Frequently Asked Questions (FAQs) for Safety Recall N222391080 Defective Suspension Nuts**

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety Recall identified above.

**Q1) Which vehicles are involved?**

**A1)** General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2021 – 2022 model year Chevrolet Silverado Medium Duty 4500HD/5500HD/6500HD vehicles.

**Q2) What is the issue or condition?**

**A2)** Navistar, the manufacturer of these vehicles, has determined that certain hex flange lock nuts used in several locations in the suspension joints in these vehicles were not properly formed and heat treated by its supplier.

**Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?**

**A3)** Drivers may notice a degradation in vehicle handling.

**Q4) What is the remedy/repair?**

**A4)** Dealers will replace suspect lock nuts.

**Q5) What is the safety risk? Is the vehicle safe to drive?**

**A5)** Improperly manufactured nuts can result in a loss of joint tension over time. A loss of tension in the suspension joints may increase the risk of a crash.

**Q6) Does the customer have to pay for this remedy/repair?**

**A6)** No, this inspection/repair will be done at **no cost** to the customer.

**Q7) Is the remedy/repair available now?**

**A7)** No, when a sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

**Q8) What should customers do until recall repairs can be completed? Are there any special instructions?**

**A8)** If special instructions are provided, they will be included in the notification letters to customers.

**Q9) How can customers check to see if their vehicle is involved in this field action?**

**A9)** Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.