



IMPORTANT SAFETY RECALL

March 2024

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, the manufacturer of these vehicles, has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 – 2024 model year 3500/4500/5500 Low Cab Forward vehicles equipped with 6.6L gasoline engines. 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.

<p>IMPORTANT</p> <ul style="list-style-type: none"> • Your vehicle is involved in GM recall N232419342. • Schedule an appointment with your GM dealer. • This service will be performed for you at no charge.
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Why is your vehicle being recalled?

In the affected vehicles, an incorrectly sized wire seal was selected for the 2 externally mounted engine ignition coil pack fuse holders. This results in the potential for water intrusion into the fuse holders and eventual corrosion or failure of the fuses.

If the ignition coil pack fuses corrode or fail, one or more of the following events may occur, in each case **increasing the risk of a crash**: (1) the Check Engine Malfunction Indicator Light (MIL) may illuminate and the engine may misfire and result in reduced power output and slower than normal acceleration; (2) the vehicle may derate and limit maximum vehicle speed to 5 MPH; and (3) if you shut off the engine, it may stall when you try to start it and not restart.

What will we do?

Your GM dealer will replace both engine ignition coil pack fuse holder assemblies with new versions. 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 45 minutes.

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 any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 23V564.

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: N232419342