

Safety Recall

N232419341 Ignition Coil Pack Fuse



Release Date: October 2023

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 August 10, 2023. 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	3500 / 4500 Low Cab Forward	2023	2023	L8T	ENGINE - FLEXIBLE FUEL (GAS/ ETHANOL), 8 CYL, 6.6L, SIDI, GM
Chevrolet	3500 HG / 4500 HG Low Cab Forward	2024	2024		
Chevrolet	5500 HG / 5500 XG Low Cab Forward	2024	2024		

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 2023 and 2024 model year Chevrolet Low Cab Forward vehicles equipped with 6.6L (RPO L8T) gasoline engines. 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 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 (power steering and power brake assist will still function normally); and (3) if you shut off the engine, it may stall when you try to start it and not restart.
Correction	Dealers will apply a silicone sealant to the rear of the existing fuse holder plug.

Parts

Quantity	Part Name	Part No.
As Req	SUPER X 170G	19435587

PRE-SHIP: An initial supply of 19435587 required to complete this recall will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin and conclude on October 10, 2023. Pre-shipped parts will be charged to dealer's open parts account.

IMPORTANT: One tube of Adhesive will repair 30 vehicles. There is a **VERY** limited quantity of adhesive please DO NOT order this unless you have used all of the adhesive we pre-shipped and you need more. **Only order 1 tube at a time and NO SHELF STOCK.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106969	Apply Sealant Ignition Fuse Holder Safety Recall – (Dealer Inventory Only)	0.5	ZFAT	*
9106970	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	**

*The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for part number 19435587 needed to perform the required repairs, not to exceed \$1.03 USD.

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

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Floor Plan Reimbursement – NEW INVENTORY ONLY

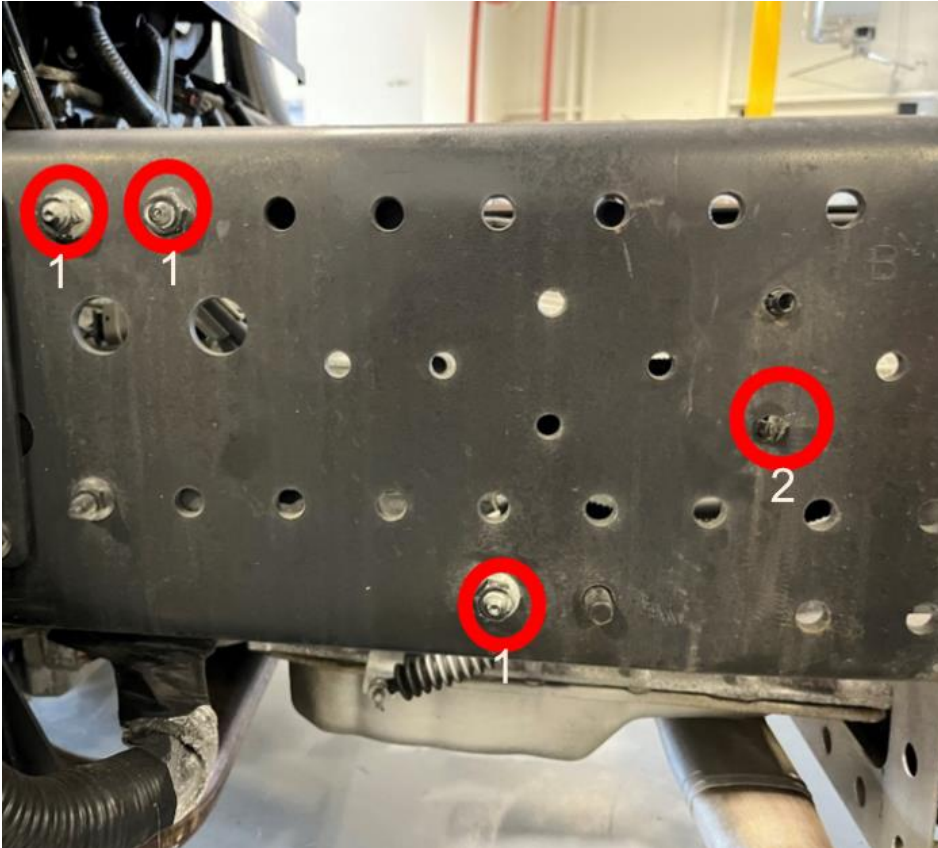
****USA Dealers Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (August 10, 2023) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 63 days).

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2023 Chevrolet 3500/4500 Low Cab Forward	\$17.86	N/A
2024 Chevrolet 3500 HG/4500 HG Low Cab Forward	\$17.86	N/A
2024 Chevrolet 5500 HG/5500 XG Low Cab Forward	\$17.86	N/A

Service Procedure

FOR NEW VEHICLE INVENTORY ONLY

1. Disconnect the negative battery cable.

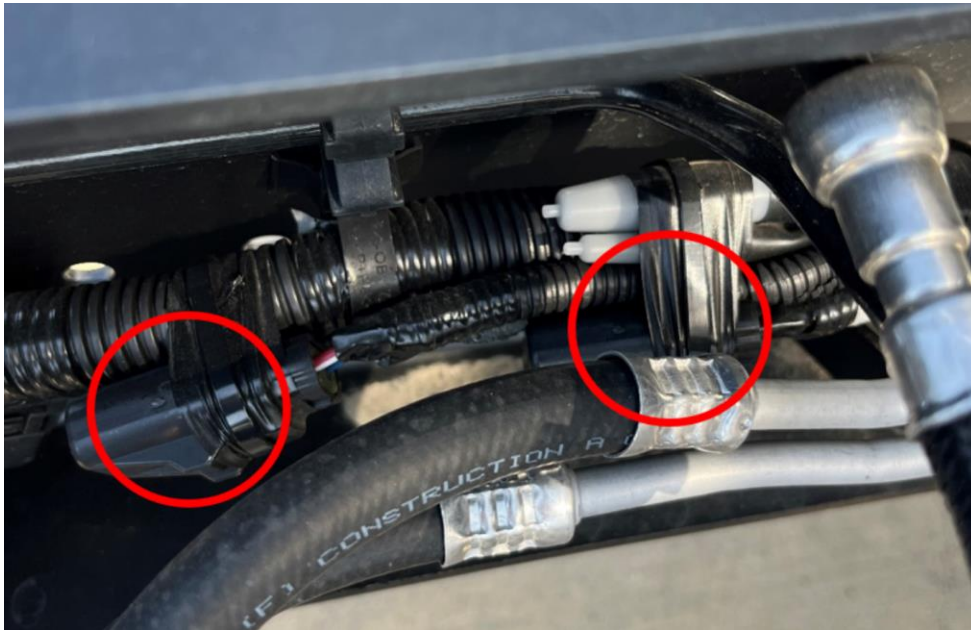


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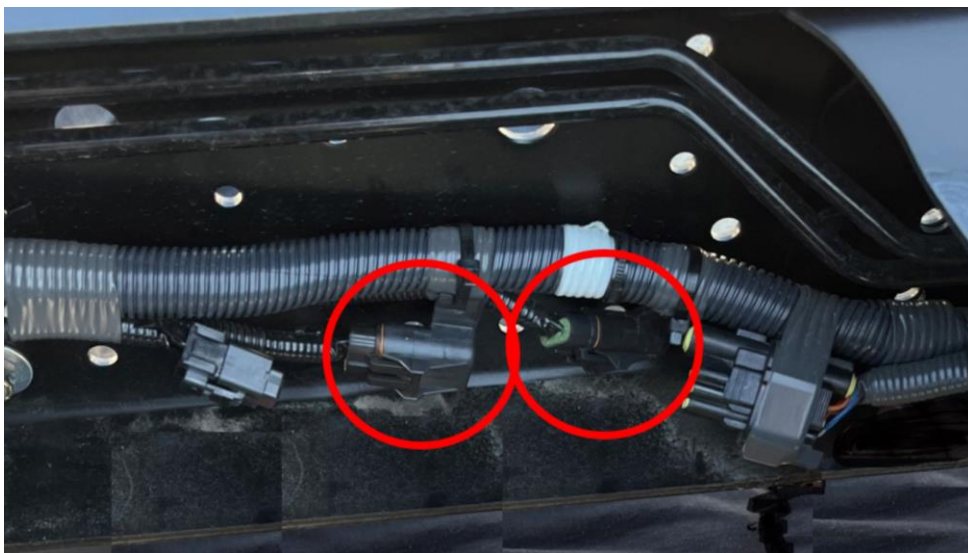
2. (For 4500/4500HG ONLY) Remove three nuts & bolts (indicated by 1 above) securing the transmission cooler lines and release one (indicated by 2 above) chassis harness clip.
3. (For 4500/4500HG ONLY) - Gently pull the Transmission cooler lines away from the frame rail to create access to the inline ignition fuse holders.
4. If a body mounting bolt or other upfitter modification interferes with access to these fuse holders, loosen and move those parts out of the way to access this location.

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5. Locate the inline ignition fuse holders J-432 and J-433 (4500s shown on top, 5500s on bottom). Cut and remove the two zip ties and tape securing the fuse holders.

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6. Gently pull the corrugated tube and PVC tape away from the fuse holder.



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7. Clean the harness side of the fuse holder (areas circled above) with electrical contact cleaner.
 - Use plastic bristle brush. Spray cleaner onto the brush and remove debris.
 - Wipe dry with clean paper towel or cloth.

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8. Wrap the base of the fuse holder with electrical tape (any PVC or Tesa tape is acceptable). This will create a small cavity or cup to retain the silicone.



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9. Prepare the SuperX Silicone by cutting the very tip of the applicator nozzle off.

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10. Apply the silicone onto the fuse holder where the wires pass through the connector insulation.

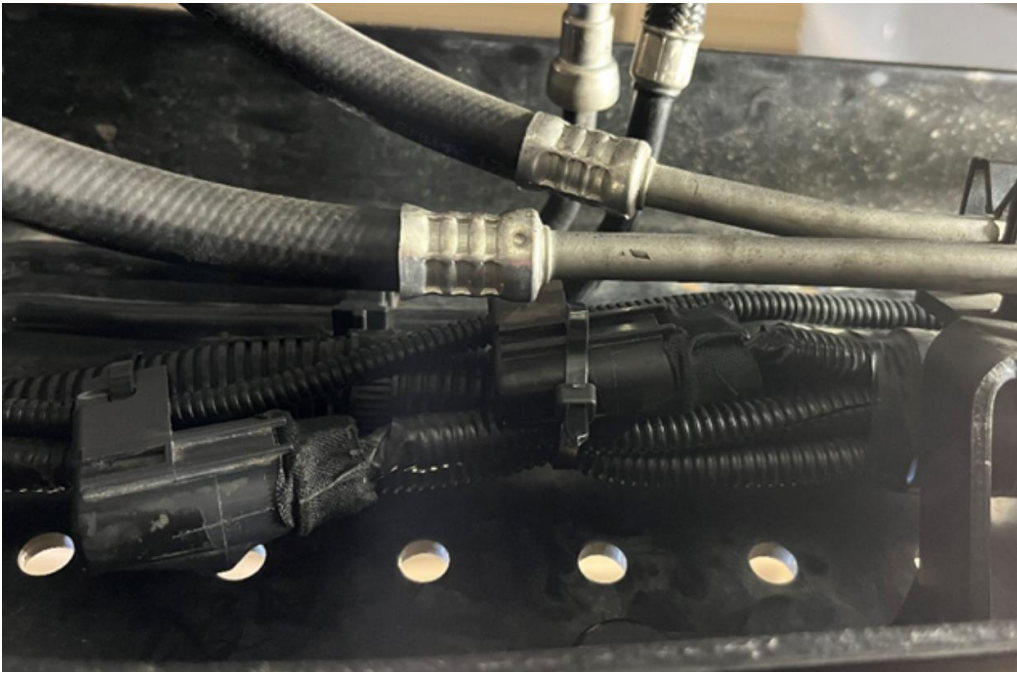


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11. After ensuring each wire is covered where it exits the connector, fill the remaining area of the cup with silicone.

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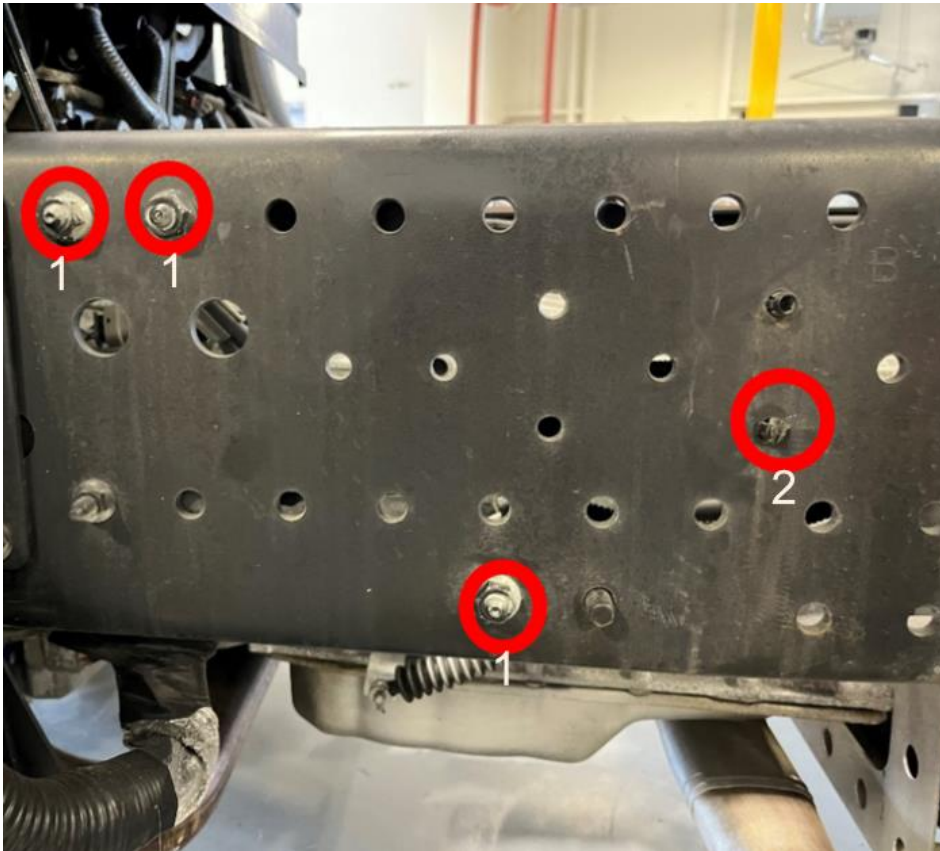


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12. Tape each fuse holder back into position onto the chassis harness and secure each with a zip tie (4500 shown on top, 5500 on bottom).
 - 4500/4500HG ONLY Secure the chassis harness to the frame by pushing the one (1) clip removed in Step 2 back into the frame.

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- Install the transmission cooler line mounting bracket bolts and nuts and torque to specification. (See Figure 1.) Torque specification 10 Nm (89 lb in)
 - Check the Transmission cooler line position. Be sure the white time mark on the cooler line lines up with the clip on the mounting bracket.
13. Secure the chassis harness to the frame by pushing the one (1) clip removed in Step 2 back into the frame.
 14. Reinstall any upfitter components that were removed to access the fuse holders. Refer to the upfitter for any necessary torque specifications and guidance in resecuring these parts.
 15. Connect the negative battery cable.

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 Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, 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.

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All GM Certified Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation 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. 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 USA & Export

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 - General Motors will notify customers of this recall on their vehicle.

