

# Safety Recall

## N232419342 Ignition Coil Pack Fuse



**Release Date:** March 2024

**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.

**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 HD / 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.

<b>Condition</b>	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.
<b>Correction</b>	Dealers will replace both engine ignition coil pack fuse holder assemblies with new versions.

### Parts

Quantity	Part Name	Part No.
1	Fuse Holder	97780799

**Reminder:** Parts may be removed from SPRINT and Retail Inventory Management (RIM) and be non-returnable. 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
9107141	Ignition Coil Pack Fuse Holder Replacement	0.6	ZFAT	N/A

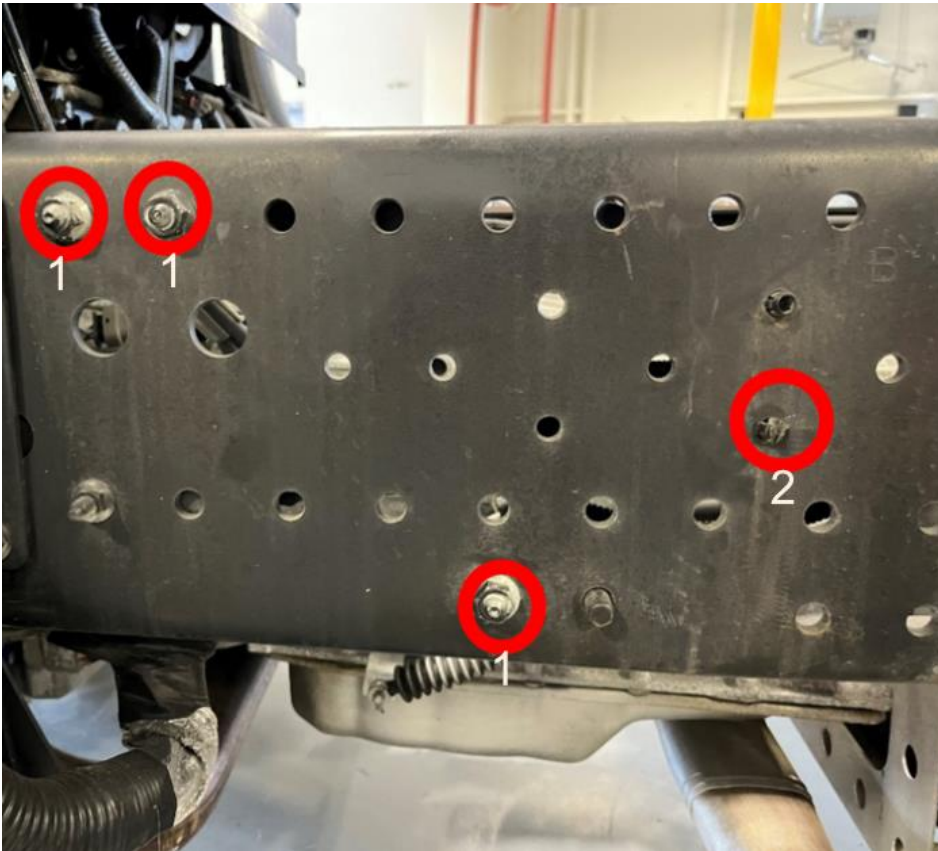
### Service Procedure

#### FOR CUSTOMER VEHICLES ONLY

1. Disconnect the negative battery cable.

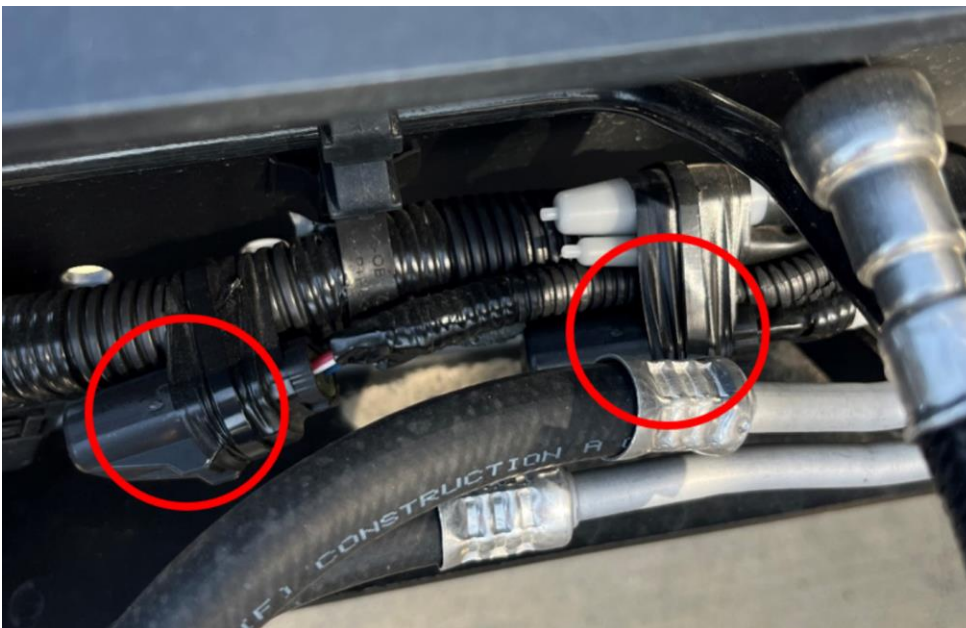
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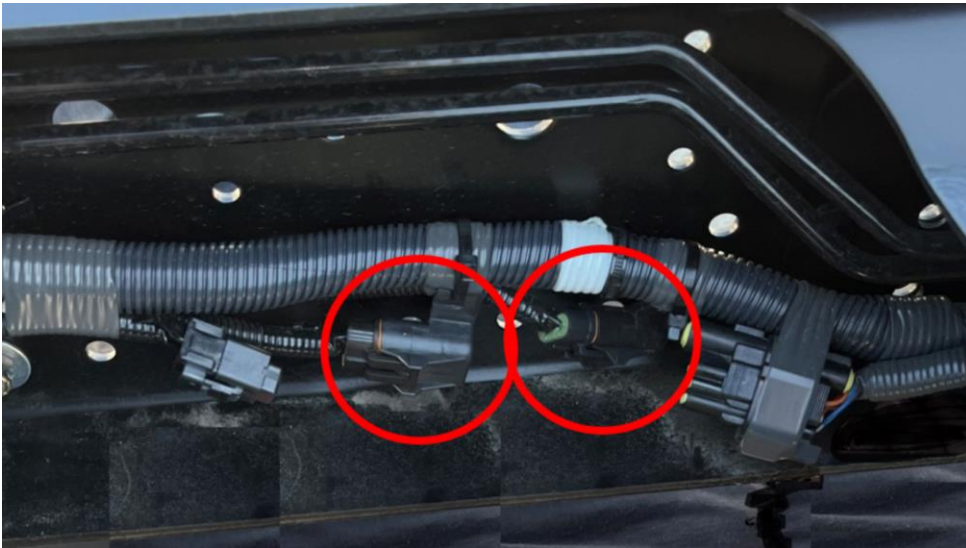
2. (For 4500/4500HD ONLY) Remove three nuts & bolts (indicated by 1 above) securing the transmission cooler lines and release one (indicated by 2 above) chassis harness clip.
3. (For 4500/4500HD ONLY) - Gently pull the Transmission cooler lines away from the frame rail to create access to the inline 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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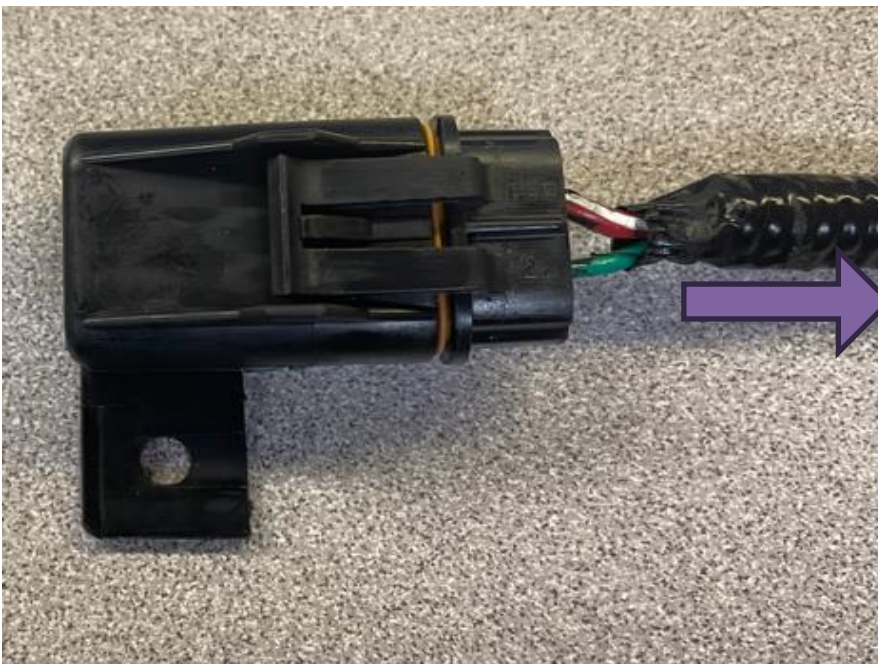
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5. Locate the inline ignition fuse holders J-432 and J-433 (4500s shown on top, 5500s on bottom). Cut and remove the two zip ties and tape securing the fuse holders.



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

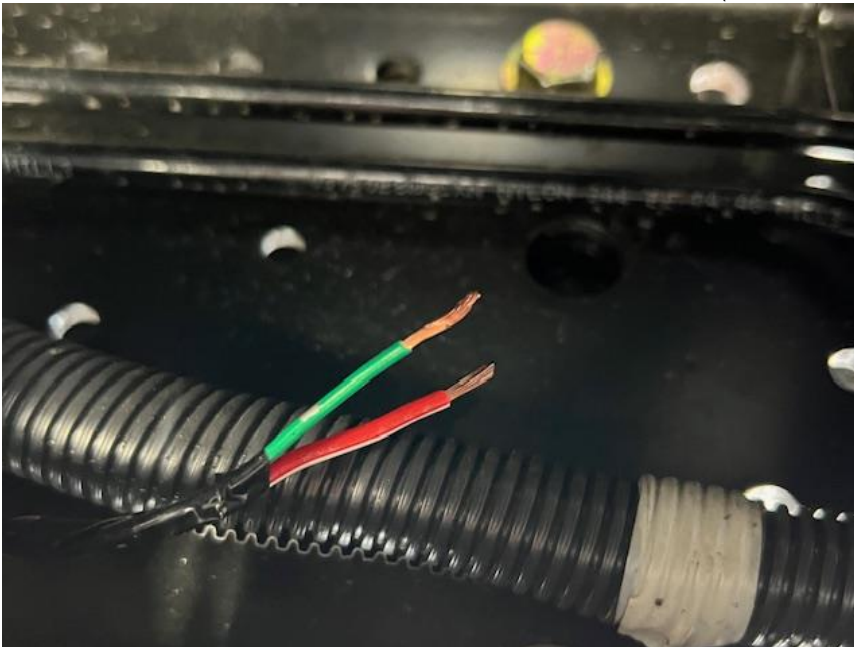
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7. Cut the two wires to remove and discard the J-433 fuse holder (cut as close as possible to the fuse holder).



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8. Remove the tape from the vehicle wires to expose about 25mm of wire. Strip about 7mm of insulation off the end of each wire. Confirm whether/that there is NO corrosion present. If there IS corrosion, cut the wire back further until you reach non-corroded material.

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9. Partially remove the wires from the conduit on one of the replacement fuse holder harnesses.

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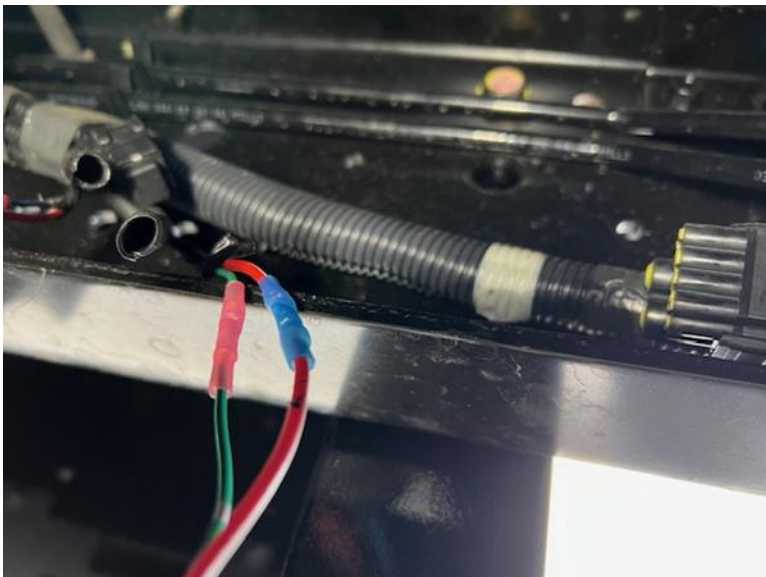
10. Strip about 7mm of insulation off the end of each of the wires of the replacement fuse harness.

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11. Crimp a red connector to the small wire and a blue connector onto the large wire of the replacement fuse harness.



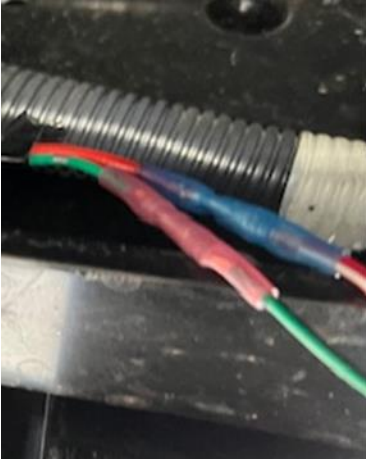
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12. Crimp the replacement fuse harness wires onto the vehicle wires stripped in Step 8 (the red connector to the small wire and the blue connector to the large wire). Ensure that all four of the connections are tight and secure.



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13. Use a heat gun to shrink the insulation on the connectors over the wires tightly.



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14. Push the wiring back into the replacement fuse harness conduit. Insert the small vehicle conduit into the larger replacement fuse harness conduit.



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15. Install black PVC electrical tape around the replacement fuse harness conduit where it meets the vehicle harness.
16. Repeat steps 6-16 for the rearward fuse (J432).



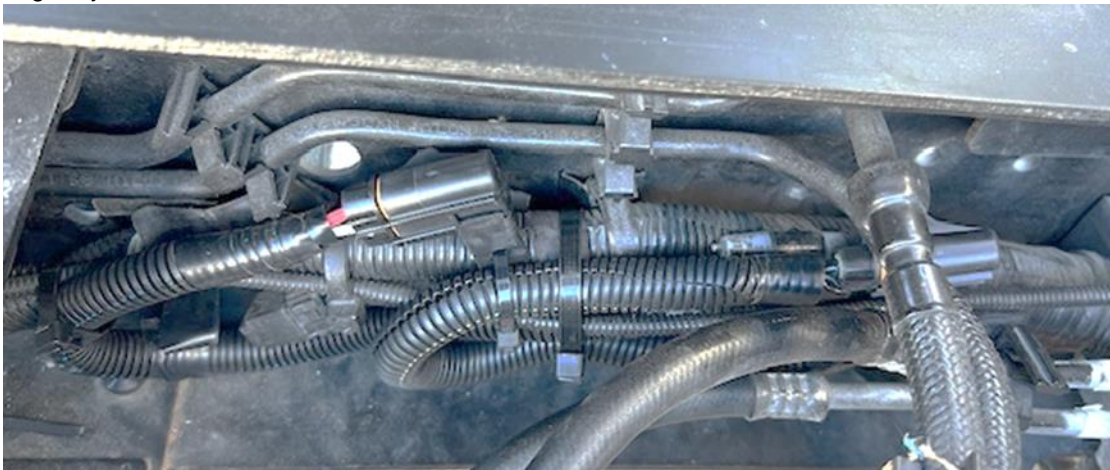
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17. For 4500/4500HD only - Loop each replacement fuse harness towards the front of the vehicle. Use a wire tie to secure each fuse holder to the vehicle's wiring harness at the approximate position where each fuse was originally located.



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18. For 4500/4500HD only - Use wire ties to secure both replacement fuse conduits to the chassis harness.



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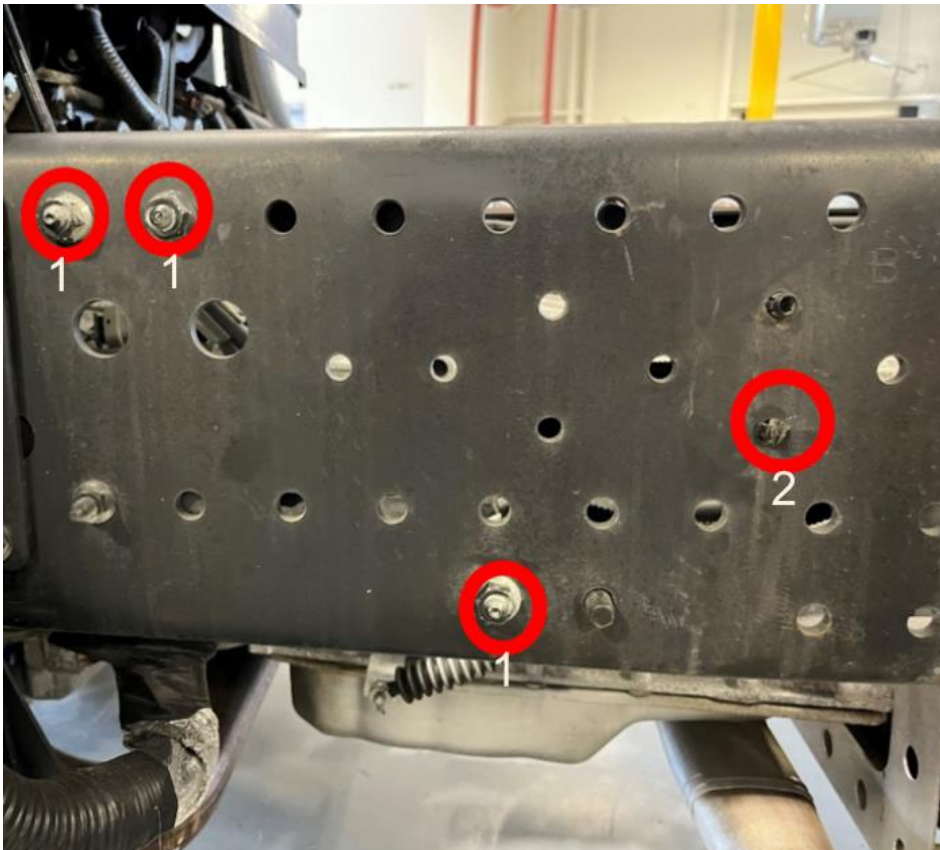


19. For 5500 only - Route both new replacement fuse conduits directly forward and secure each fuse holder with a wire tie to the chassis harness.



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20. For 5500 only - Use wire ties to secure the corrugated tubing of the new replacement fuse conduits to the chassis harness.
21. Use wire cutters to trim excess from all zip ties used.



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22. For 4500/4500HD only:
- Install the transmission cooler line mounting bracket bolts and nuts and torque to specification.
  - 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.
23. Secure the chassis harness to the frame by pushing the one (1) clip removed in Step 2 back into the frame.
24. 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.
25. Connect the negative battery cable.

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

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**



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

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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

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