

Safety Recall

N252533322 Stabilizer Bar Bracket Fracture



Release Date: April 2026

Revision: 00

Attention: This bulletin is for the 7500 XD Low Cab Forward series vehicles in dealer inventory only.
Customer owned 7500 XD Low Cab Forward series vehicles are under bulletin N252533320.
The 6500 XD Low Cab Forward series bulletin was released on November 24, 2025 under bulletin N252533321.

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 October 22, 2025. 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.

Investigate Vehicle History (IVH) in the GM Global Warranty Management system MUST always be checked to confirm vehicle involvement and MUST be in OPEN status prior to beginning any required inspections and/or repairs. DO NOT use Service Information with VIN search, as it will not verify the VIN eligibility for field actions.

Make	Model	Model Year	
		From	To
Chevrolet	7500 XD Low Cab Forward	2024	2026

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Condition	Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018-2026 model year Chevrolet 6500 XD/7500 XD Low Cab Forward vehicles. In the affected vehicles, the front stabilizer bar brackets may break due to excessive stress on the stabilizer bar brackets and mounting studs, which may lead the front stabilizer bar to detach from the vehicle, creating a potential road hazard and risk to motor vehicle safety, including a risk of a crash.
Correction	Dealers will remove the old stabilizer bar brackets and replace them with new brackets.

Parts

Quantity	Part Name	Part No.
2	Stabilizer Bar Brackets	97780827

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. **Due to the small number of vehicles involved that will require this repair, dealers should not order these parts for use as shelf stock.**

All orders will be reviewed prior to being filled. Dealers should place orders CSO (Customer Special Order) and upgrade to SPAC with a VIN. VIN Verification will be conducted on the vehicle identification number you input and if it isn't an OPEN recall in IVH then the order will be cancelled daily.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108373	Front Stabilizer Bracket Removal and Replace	0.5	ZFAT	N/A
9108374	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	*
9108375	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	**

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

Floor Plan Reimbursement – NEW INVENTORY 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 (October 22, 2025) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 191 days).

Vehicle	Floor Plan Reimbursement Amount
	USA
2024 Chevrolet 7500 XD Low Cab Forward	\$29.62
2025 Chevrolet 7500 XD Low Cab Forward	\$30.68
2026 Chevrolet 7500 XD Low Cab Forward	\$30.68

Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

Note: USA & Canada Only - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Important: The WCAP ZSET transaction labor code, 9800147, provided in the dealer message sent on November 5, 2025 under N252533320, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

** For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (October 22, 2025) to the date the inspection or repair closed the recall bulletin (not to exceed 191 days).

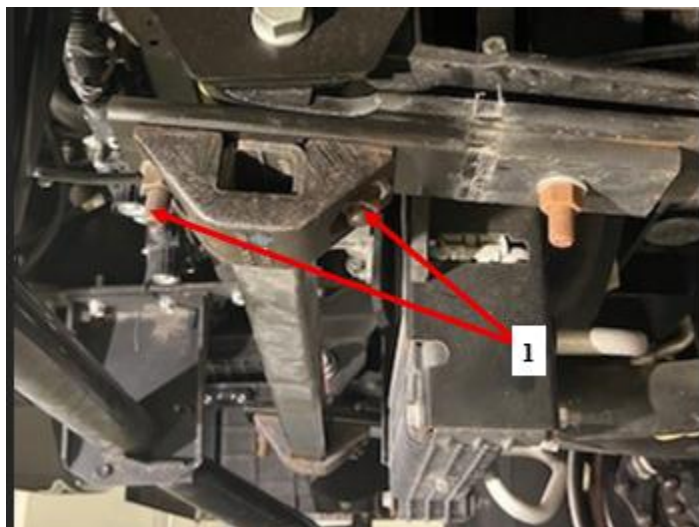
Vehicle	Working Capital Assistance Program Reimbursement Amount
	USA
2024 Chevrolet 7500 XD Low Cab Forward	\$29.79
2025 Chevrolet 7500 XD Low Cab Forward	\$34.26
2026 Chevrolet 7500 XD Low Cab Forward	\$36.87

Service Procedure

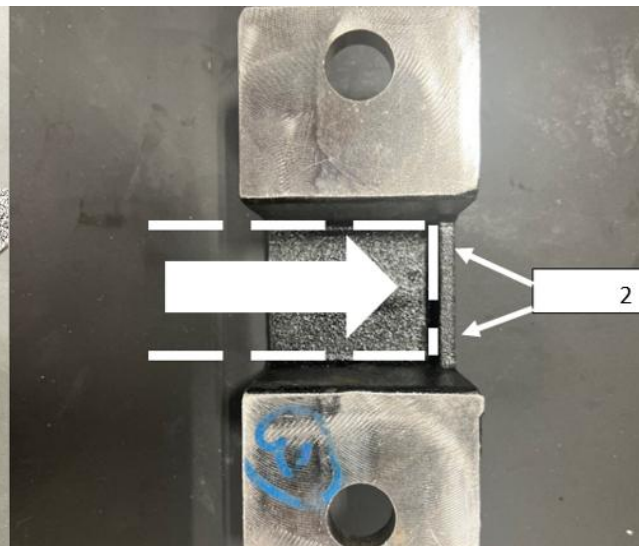
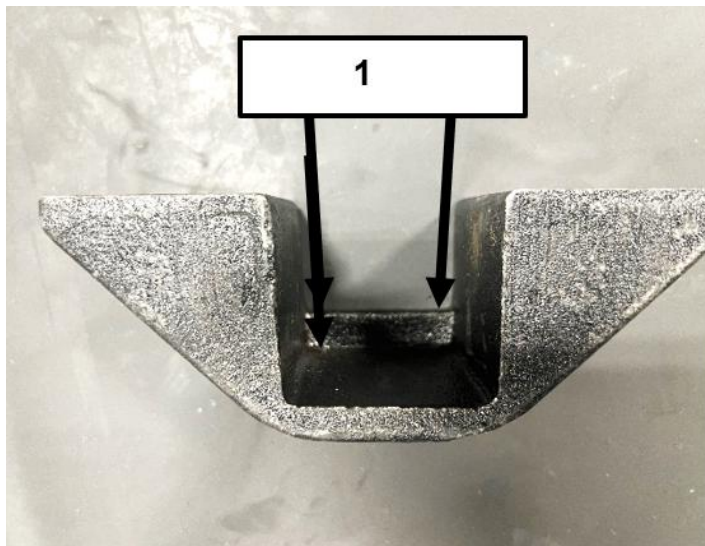
1. Spray a small amount of penetrating oil onto the stabilizer bar bracket mounting studs. This will help reduce possible damage to the mounting studs and nuts.

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2. Using a deep well socket, remove the two driver's side sway bar bracket nuts and washers (1) from the stabilizer bar bracket.
3. Remove the stabilizer bar bracket.



NOTE: The stabilizer bar should be aligned all the way over to the edge of the sway bar bracket (2).

4. Install a NEW stabilizer bar bracket onto the driver's side using the original washers and nuts.
5. Tighten the washers and nuts using a deep well socket and ratchet as tight as possible.
6. Perform steps 2-5 to replace the passenger's side stabilizer bar bracket.
7. Using a torque wrench, torque all four stabilizer bar bracket nuts to 170 Lb-ft (230 N-m).

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

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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.

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 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

For dealers with involved vehicles, a listing has been prepared and will be available through GM Global Connect Maxis Field Action Reports or GWM Field Action Batch Search Report. The Inventory tab of the dealer reports will contain VINs that apply to this field action. 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 field action may be a violation of law in several states.

Customer Notification

There will be no customer notification as these are inventory only vehicles.

