

Safety Recall

N252533320 Stabilizer Bar Bracket Failure



Release Date: April 2026

Revision: 00

Attention: This bulletin is for the 7500 XD Low Cab Forward series vehicles that are customer owned only. Dealer inventory 7500 XD Low Cab Forward series vehicles are under bulletin N252533322. 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.

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	2023	2025

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.

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
6	BOLT; LEAF SPRING	98389157
6	WASHER; LK BRKT	97360118
2	PLATE; LEAF SPRING	98389016
2	U-BOLT; FRT SPR	98335737
2	U-BOLT; FRT SPR	98335738
2	NUT; CENTER BOLT, LEAF SPR, FRT	98389175
6	NUT; PIN TO SUPPORTER	15081325
8	NUT; U-BOLT	11516202
8	WASHER; LK, PIN	11609638

Parts orders may be placed with American Isuzu Parts Distribution Network (AIPDN). Parts for this recall must be ordered on VOR/CC with a separate order for each affected VIN. Only one set (quantity 2) of stabilizer brackets will be allocated for an affected VIN.

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.

Safety Recall

N252533320 Stabilizer Bar Bracket Failure



Warranty Information

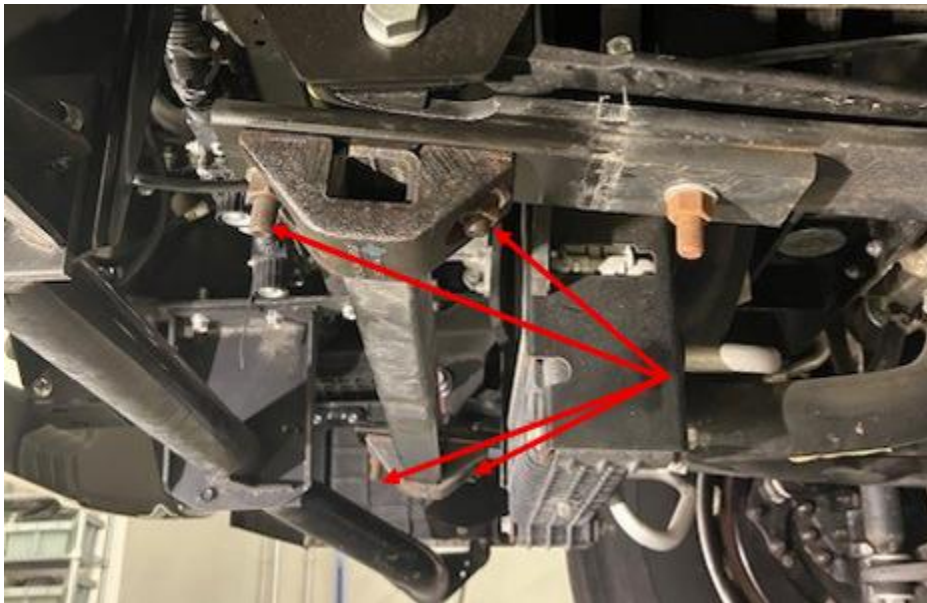
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108429	Front Stabilizer Bracket Removal and Replace	3.6	ZFAT	N/A
9108430	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*
9108431	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

Note: To avoid having to “H” route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

* For USA: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD administrative allowance in Net/Admin Allowance.

** Submit \$10.00 USD administrative allowance in Net/Admin Allowance.

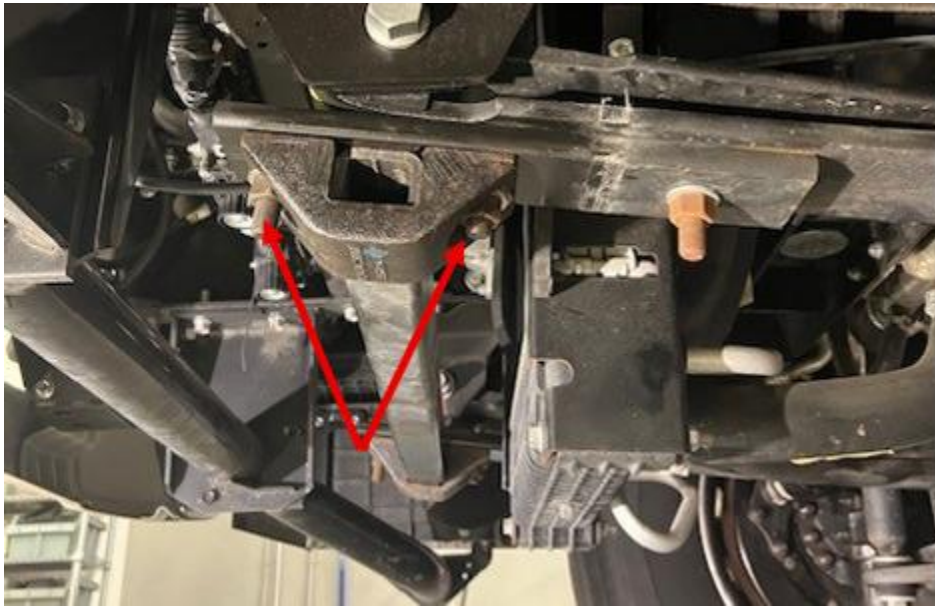
Service Procedure



1. Spray a small amount of penetrating oil onto the stabilizer bar bracket mounting studs.

Safety Recall

N252533320 Stabilizer Bar Bracket Failure



7131474

2. Remove the driver's side stabilizer bar bracket nuts and washers.
3. Remove the driver's side stabilizer bar bracket. Discard the bracket.



7131475

4. Slide the stabilizer bar out towards the driver's side (slightly loosen the passenger side stabilizer bar bracket nuts as necessary).
5. Remove the passenger side stabilizer bar bracket nuts, washer and bracket. Discard the bracket.
6. Raise the frame until the front tires clear the floor.

DANGER: Do not support the vehicle from the crossmember. Only support the vehicle from the frame. Refer to the Workshop Manual "Lifting Instruction".

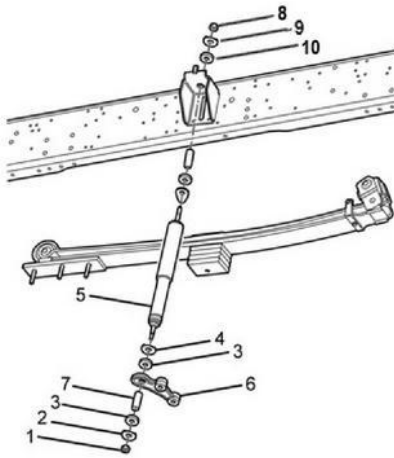
7. Support the frame using suitable safety stands.
8. Support the front axle with a jack.

Safety Recall

N252533320 Stabilizer Bar Bracket Failure

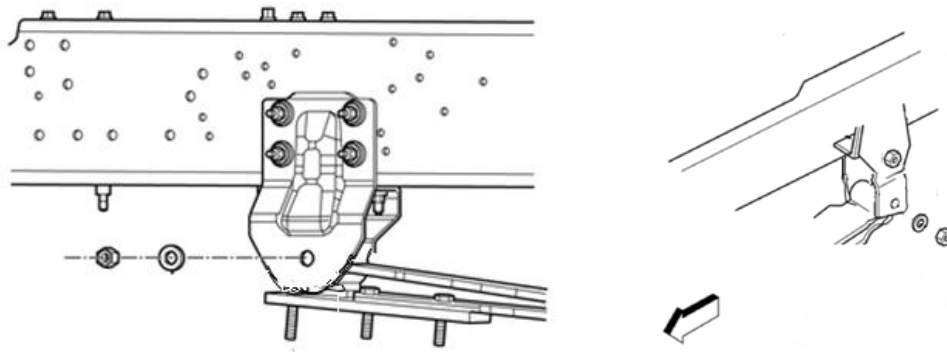


Driver's Side Front Leaf Spring Removal



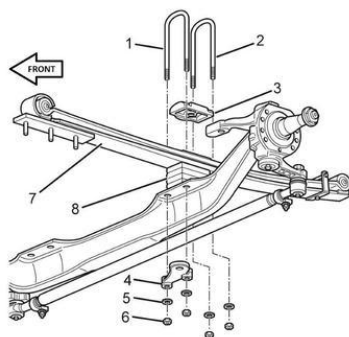
7131478

9. Hold the upper half of the shock absorber with a hand and remove the nut (8), the washer (9), and the insulator (10).



7131483

10. Remove the nuts from the front and rear leaf spring eyebolts. Loosen the upper rear shackle bolt so that the hanger can pivot.



7131485

11. Remove the nuts (6), washers (5), U-bolts (1, 2) and the lower front shock mount (4) and shock. Lower the axle and the tie rod far enough to relieve the tension from the spring (7). Discard the U-bolts.
12. Remove the front leaf spring eye bolt.
13. Remove the rear leaf spring eye bolt.
14. Remove the spring assembly (7) and the upper spring spacer (3) from the vehicle.

Safety Recall

N252533320 Stabilizer Bar Bracket Failure



Driver Side Front Leaf Spring Stud Replacement



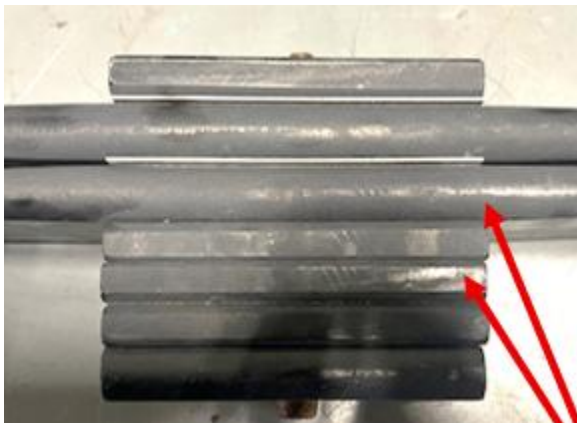
7131609

15. Place the leaf spring on a suitable work surface.



7131645

16. Remove the stabilizer bar mounting plate on the front of the leaf spring (if not already done).

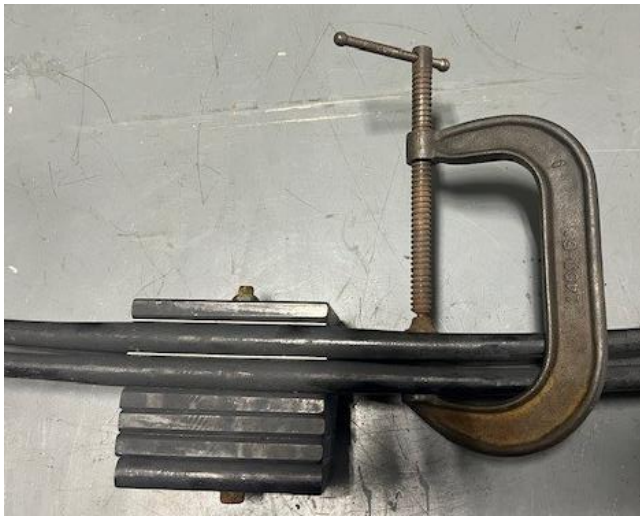


7131647

17. Take note of the order and position of the leaf spring spacers for reassembly.

Safety Recall

N252533320 Stabilizer Bar Bracket Failure



7131718

18. Clamp the leaves of the leaf spring together with a large C-clamp.



7131720

19. Remove the center nut holding the spring leaves together.
20. Slowly release tension on the C-clamp and remove it. Pull the center pin downward from the spring assembly enough to clear the upper spring leaf.

Note: The center pin can be lightly tapped down with plastic faced hammer to free it up if it does not easily move.



7131723

21. Move the upper leaf of the spring assembly upwards enough to clear the two studs and support it with a piece of wood as shown.

Safety Recall

N252533320 Stabilizer Bar Bracket Failure



7131733

22. Use a hammer to drive out both studs. If either stud is broken flush, use a flat-faced punch to drive the broken piece out.



7131734

23. Insert a new stud in each empty hole. Stack the old washers or use a spacer and install an old nut on the stud and hand tighten. Tighten the nut to draw the stud into the hole until it is completely inserted, with the head seated flush. Remove the nuts and washers/spacer.



7131735

24. Remove the block of wood and guide the upper spring leaf back into place. Ensure that the front and rear eyelet plastic liners are in place properly.

Safety Recall

N252533320 Stabilizer Bar Bracket Failure



7131742

25. Insert the center pin/bolt back through the leaf spring assembly. Ensure that all the thin spacers are properly in place.



7131745

26. Install the C-clamp onto the leaf spring leaves and tighten the clamp until the center pin can be pushed completely through. Install the upper leaf spring seat and **tighten the nut to 160 N•m (118 lb ft).**

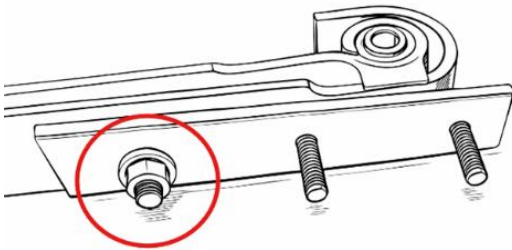
Safety Recall

N252533320 Stabilizer Bar Bracket Failure



7131751

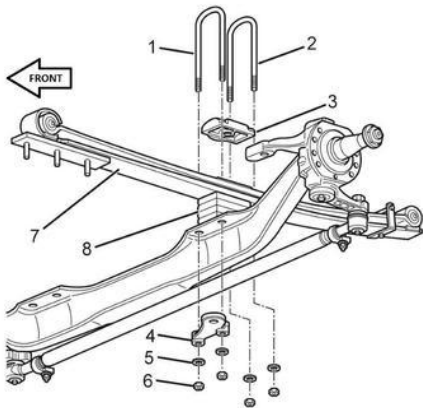
27. Install a new stud into a new stabilizer bar mounting plate into the hole on the plate 23mm from the leading edge. Hold the plate in a vice while installing the new stud and use the same process described in Step 23 to install the stud.



7131754

28. Install the stabilizer bar mounting plate onto the front of the leaf spring using a *new* washer and a *new* nut on the rearmost stud. **Tighten the nut to 230 N•m (170 lb ft).**

Install the Front Leaf Spring

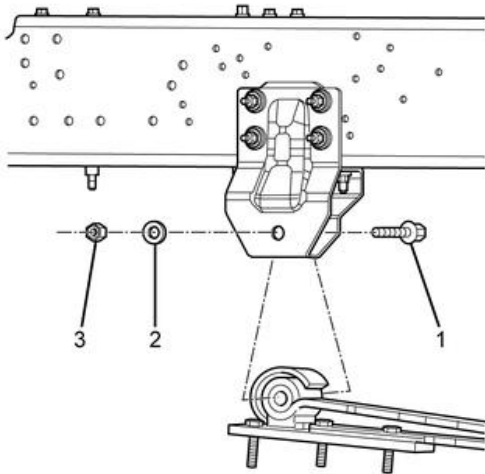


7131485

29. Install the leaf spring (7) so that the stabilizer shaft link mounting bracket is toward the front of the vehicle.
30. Install the rear leaf spring eye bolt, washer and nut, but do not tighten.
31. Raise the axle and the tie rod to support the spring (7). Ensure that the lower spring spacer (8) is in the correct position.
32. Align the spring center bolt to the hole in the axle.

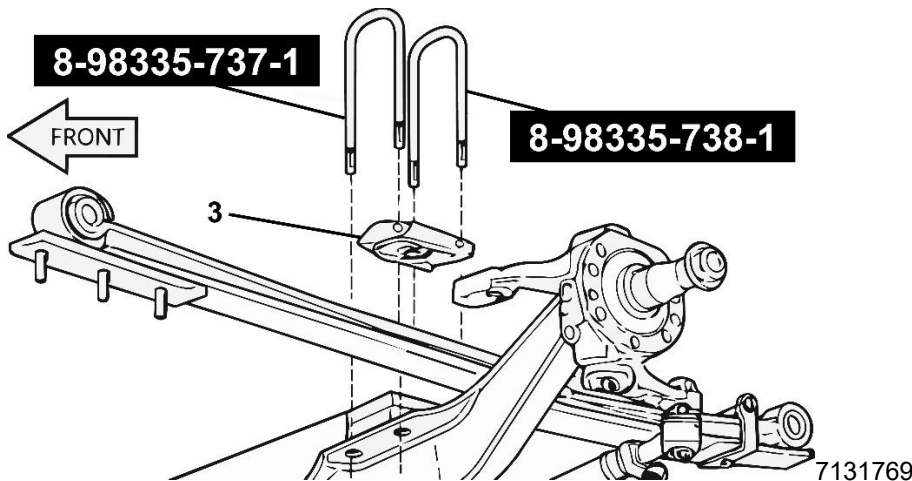
Safety Recall

N252533320 Stabilizer Bar Bracket Failure



7131767

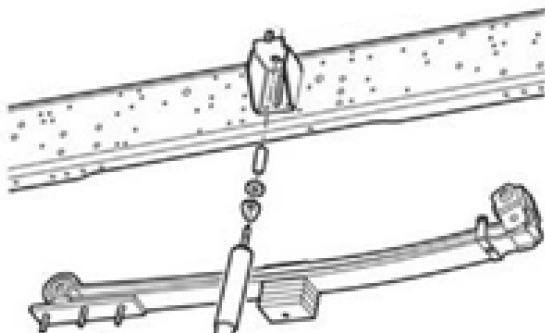
33. Install the front leaf spring eye bolt (1), washer (2) and nut (3), but do not tighten.



7131769

34. Install two new U-bolts 8-98335-737-1 (front) and 8-98335-738-1 (rear) with the upper spring spacer (3).

Note: New U-bolts, washers, and nuts must be utilized when installing the leaf spring.

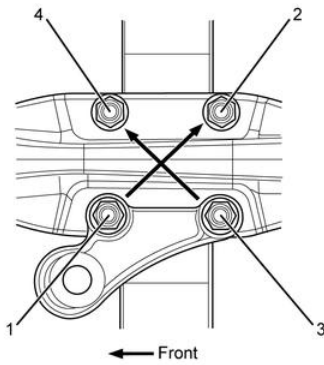


7131771

35. Install the lower front shock mount and shock. Ensure that the upper shock shaft and hardware are properly located in the upper shock mount.

Safety Recall

N252533320 Stabilizer Bar Bracket Failure

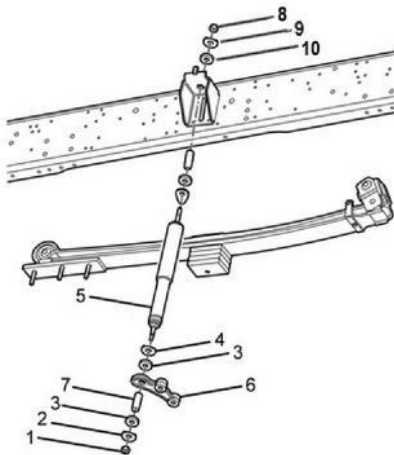


7131772

36. Install the *new* U-bolt washers and the *new* U-bolt nuts.

- Tighten the U-bolt nuts (1–4) in a first pass in the sequence shown to 100 N•m (74 lb ft).
- Tighten the U-bolt nuts (1–4) in a second pass in the sequence shown to 190 N•m (140 lb ft).
- Tighten the U-bolt nuts (1–4) for a final pass in the sequence shown to 220 N•m (162 lb ft).

37. Tighten both leaf spring eye bolt nuts to 330 N•m (243 lb ft).



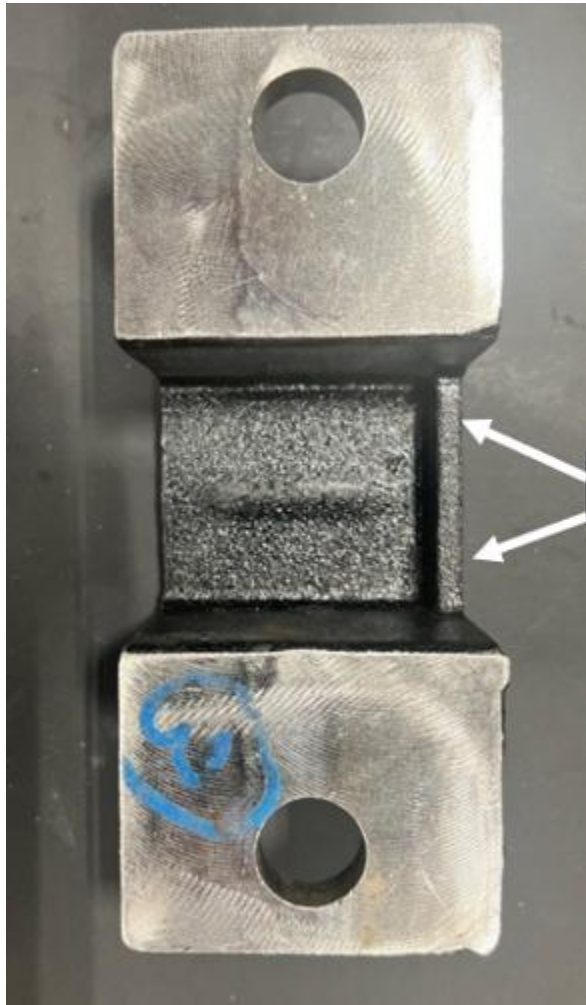
7131478

38. Install the following components the insulator (10), the washer (9), and the nut (8) onto the upper shock absorber. Tighten the upper shock absorber nut to 80 N•m (59 lb ft).

39. Repeat Steps 9 through 38 for the passenger side front leaf spring assembly.

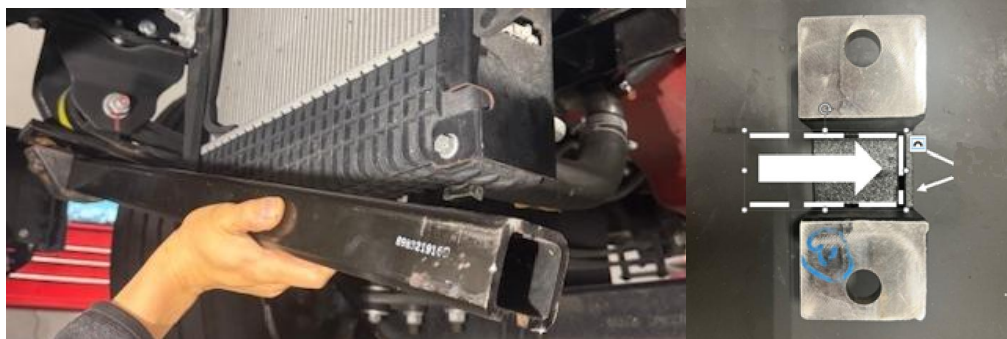
Safety Recall

N252533320 Stabilizer Bar Bracket Failure



7131779

40. Install a new front stabilizer bracket onto the passenger side with new washers and nuts. Ensure that the raised ridge on the bracket is towards the outside of the vehicle. Hand tighten each nut about 5 turns.



7131782

41. Install the old front stabilizer bar by sliding it into the left bracket until it is against the raised ridge on the bracket.
42. Support the stabilizer bar and install the driver side stabilizer bar bracket with new washers and nuts. Ensure that the end of the stabilizer bar is within the raised ridge at the end of the bracket.

Safety Recall

N252533320 Stabilizer Bar Bracket Failure



7131786

43. Tighten all four (4) nuts of the stabilizer bar brackets. Torque to 230 N•m (170 lb ft).
44. Lower the vehicle.

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

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

Safety Recall

N252533320 Stabilizer Bar Bracket Failure



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

General Motors will notify customers of this recall on their vehicle (see copy of sample customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in the bulletin can be submitted at anytime to the dealer. See General Motors Service Policies and Procedures Manual (USA & Canada) or local Policies and Procedures, for details.

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

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 has decided that a defect, which relates to motor vehicle safety, exists in certain 2023-2025 model year Chevrolet 7500 XD Low Cab Forward vehicles. 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.

IMPORTANT

- Your vehicle is involved in GM recall N252533320.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

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.

What will we do?

Your GM dealer will remove the old stabilizer bar brackets and replace them with new brackets, free of 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 3 hours and 40 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.

Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, **and those repairs were completed prior to this mailing**, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

Do you have questions?

You may schedule your vehicle for repair using the QR code below. For more information about your vehicle, or if you have questions or concerns that your dealer is unable to resolve, please visit gm.com/service. You can also use your preferred voice assistant (for example, "Please go to GM.com"), or call the Buick, Chevrolet or GMC Customer Assistance Center at 1-866-467-9700. For Cadillac, please call 1-800-333-4223.

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.

If your dealer fails or is unable to remedy this recall without charge, or within a reasonable amount of time, you may submit a written complaint to 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

Safety Recall

N252533320 Stabilizer Bar Bracket Failure



1.888.275.9171), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 25V719.

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

Scan here to
locate a dealer.



Enclosure
GM Recall: N252533320