

Safety Recall

N252533321 Stabilizer Bar Bracket Fracture



Release Date: November 2025

Revision: 00

Attention: This bulletin is for the 6500 XD Low Cab Forward series vehicles only. The 7500 XD Low Cab Forward series vehicles require a different remedy and parts, and remain on stop delivery under safety recall N252533320.

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.

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	6500 XD Low Cab Forward	2018	2026

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, the manufacturer of these vehicles, 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.
Correction	Dealers will remove the front stabilizer bar and stabilizer bar brackets.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108213	Front Stabilizer Bar and Brackets Removal	0.6	ZFAT	N/A
9108214	Customer Reimbursement Approved - For USA dealers only	N/A	ZFAT	*
9108215	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**
9108216	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	***
9108217	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	****

Note: To avoid having to “H” route the customer reimbursement / floor plan / WCAP 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.

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

Safety Recall

N252533321 Stabilizer Bar Bracket Fracture



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 38 days).

Vehicle	Floor Plan Reimbursement Amount
	USA
2024 Chevrolet 6500 XD Low Cab Forward	\$29.62
2025 Chevrolet 6500 XD Low Cab Forward	\$30.68
2026 Chevrolet 6500 XD Low Cab Forward	\$30.68

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

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

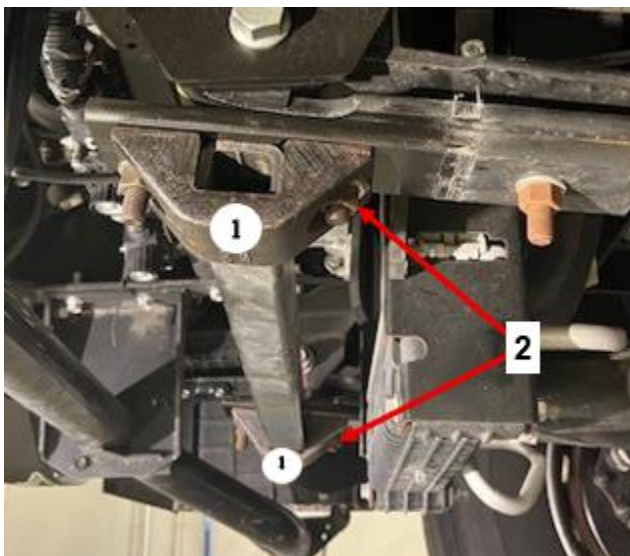
Important: The WCAP ZSET transaction labor code, 9800147, provided in the dealer message sent on November 5, 2025, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

**** **USA Dealers Only** - 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 38 days).

Vehicle	Working Capital Assistance Program Reimbursement Amount
	USA
2018 Chevrolet 6500 XD Low Cab Forward	\$22.52
2019 Chevrolet 6500 XD Low Cab Forward	\$24.00
2020 Chevrolet 6500 XD Low Cab Forward	\$25.48
2021 Chevrolet 6500 XD Low Cab Forward	\$26.59
2022 Chevrolet 6500 XD Low Cab Forward	\$27.69
2023 Chevrolet 6500 XD Low Cab Forward	\$28.38
2024 Chevrolet 6500 XD Low Cab Forward	\$29.79
2025 Chevrolet 6500 XD Low Cab Forward	\$34.26
2026 Chevrolet 6500 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.

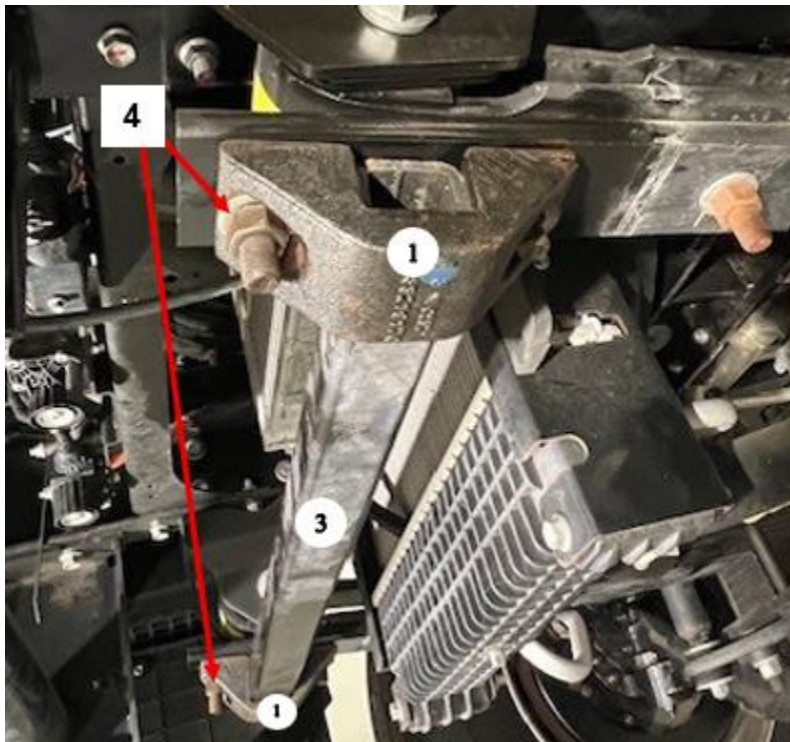


7026938

2. Remove the stabilizer bar mount brackets (1), rearward nuts, and washers (2).

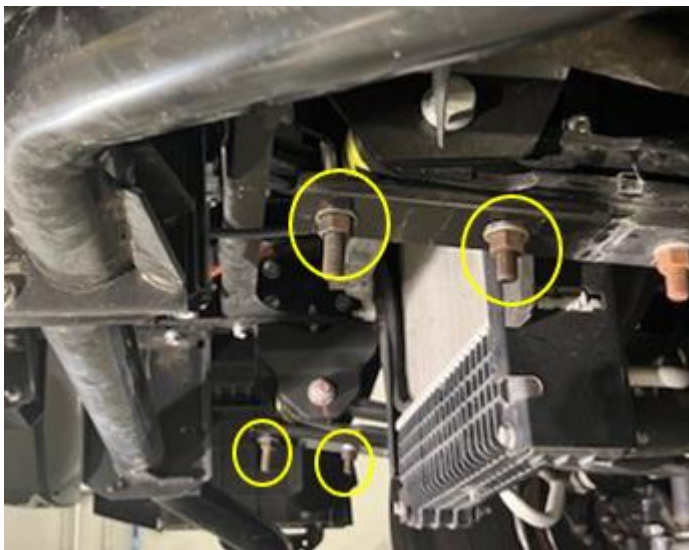
Safety Recall

N252533321 Stabilizer Bar Bracket Fracture



7026943

3. While supporting the stabilizer bar *3(remove the stabilizer bar mount brackets (1) forward nuts and washers (4) and remove the stabilizer bar and brackets.



7026948

4. Clean the mounting studs to remove any debris and excess penetrating oil applied in step 1.
5. Reinstall the old washers and nuts on each of the four stabilizer bar bracket studs and hand tighten.
6. Tighten all four nuts and torque to 170 lb-ft (240 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

Safety Recall

N252533321 Stabilizer Bar Bracket Fracture



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. 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

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

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) 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