



IMPORTANT SAFETY RECALL

July 2026

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 2025-2027 model year Chevrolet 4500 HD/4500 XD/5500 XD Low Cab Forward vehicles equipped with diesel 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.

Previously, you were notified that your 2025-2027 model year Chevrolet 4500 HD/4500 XD/5500 XD Low Cab Forward vehicle was involved in GM recall N262555280. This letter is to inform you that parts are now available to repair your vehicle.

IMPORTANT

- Your vehicle is involved in GM recall N262555280.
- 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, if either the cab or chassis harnesses are damaged, the engine may stall, an electronic parking brake malfunction may occur, the tail lamps may not illuminate, the Supplemental Restraint System (SRS) warning lamps may illuminate, transmission shifting issues may occur, and the combination switch may malfunction; any damage to 12V circuits may also lead to melting and charring of the chassis harness, increasing the risk of a crash and/or fire.

What will we do?

Your GM dealer will reroute and secure the cab and chassis harnesses, 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 1 ½ hours.

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?

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 1.888.275.9171), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 26V210.

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 Carto
Vice President
Global Vehicle Safety and Systems

Scan here to
locate a dealer.



GM Recall: N262555280