

Safety Recall

N262555280 Chassis and Cab Wire Harness Contact Damage



Release Date: June 2026

Update: 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. Vehicles involved in this recall were placed on stop delivery April 1, 2026. 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.
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Make	Model	Model Year	
		From	To
Chevrolet	4500 HD/4500 XD/5500 XD Low Cab Forward	2025	2027

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, may exist in certain 2025-2027 model year Chevrolet 4500 HD/4500 XD/5500 XD Low Cab Forward vehicles equipped with diesel engines. 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.
Correction	Dealers will reroute and secure the cab and chassis harnesses.

Parts

Quantity	Part Name	Part No.
36 inches*	TESA Tape 51006	97779378
1	Clip; Band, Harness	97780828
1	Edge Protector	97327172

*One roll of tape will wrap approximately 25 vehicles.

If you have one of the involved vehicles, you must place a CSO order and add a SPAC case with the appropriate VIN. Due to limited inventory, 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. All orders except SPAC will be cancelled.

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 limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108490	Inspect, Protect, and Secure Wire Harnesses Add: Wire to Wire Repair (initial) Add: Wire to Wire Repair (each additional wire repaired can be claimed as many times as necessary)	0.7 0.5 0.1	ZFAT	*
9108491	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	**
9108492	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.

* The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A Dealer net price for TESA Tape needed to perform the required repairs, not to exceed \$1.00 USD.

Floor Plan Reimbursement – NEW INVENTORY ONLY

** **USA 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 (April 1, 2026) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 91 days).

Vehicle	Floor Plan Reimbursement Amount
	USA
2025 Chevrolet 4500 HD/4500 XD/5500 XD Low Cab Forward	\$20.20
2026 Chevrolet 4500 HD/4500 XD/5500 XD Low Cab Forward	\$20.00
2027 Chevrolet 4500 HD/4500 XD/5500 XD Low Cab Forward	\$22.00

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, 9800153, provided in the dealer message sent on April 15, 2026, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

*** **USA 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 (April 1, 2026) to the date the inspection or repair closed the recall bulletin (not to exceed 91 days).

Vehicle	Working Capital Assistance Program Reimbursement Amount
	USA
2025 Chevrolet 4500 HD/4500 XD/5500 XD Low Cab Forward	\$29.07
2026 Chevrolet 4500 HD/4500 XD/5500 XD Low Cab Forward	\$28.44

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Service Procedure

1. Set the parking brake and block the wheels.



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2. Remove the battery cover and disconnect both 12v negative battery terminals. Secure the loose cable to prevent reconnection.



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3. Locate the outer fuse box.

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4. Inspect the harness for rubbing on the harness bracket. On single cab models, the wiring harness is under the harness bracket tab. On Crew Cab models, from the side view, look past and between the fuse box and fuel sedimenter to locate the harness under the harness bracket tab. Use a telescoping mirror and a flashlight to check for damage. On both models:
 - If any rubbing has only worn or damaged the outer covering of the harness, OR if the harness is undamaged, wrap the affected area (the area that may rub on the bracket) with Tesa tape and continue to the next step
 - If bare wire or burning exists (right hand graphic above), refer to document ID 5214974 for wire-to-wire repair instructions. Repair the damaged wires, being sure to stagger any butt connectors used so that the harness thickness is not increased too much.

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5. Push the Harness Protector onto the Harness Bracket as shown above until it is completely seated. Ensure you place it in exactly the spot indicated.

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6. From underneath the fuse box, locate the wiring harness near the mud flap bolt and check for any damage.
 - If the harness is chafed but has not exposed any wiring, OR if the harness is undamaged, wrap the affected area (the area near the mud flap bolt) with TESA tape and continue to the next step.
 - If bare wire or burning exists (right hand graphic above), refer to document ID 5214974 for wire-to-wire repair instructions. Repair the damaged wires, being sure to stagger any butt connectors used so that the harness thickness is not increased too much.



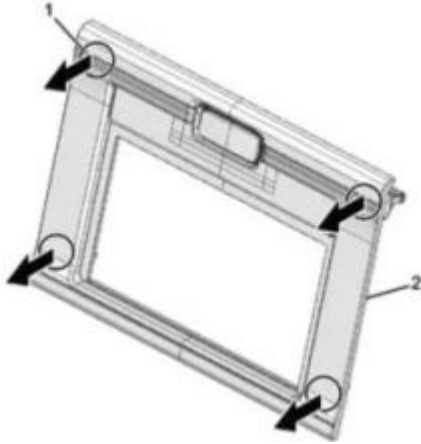
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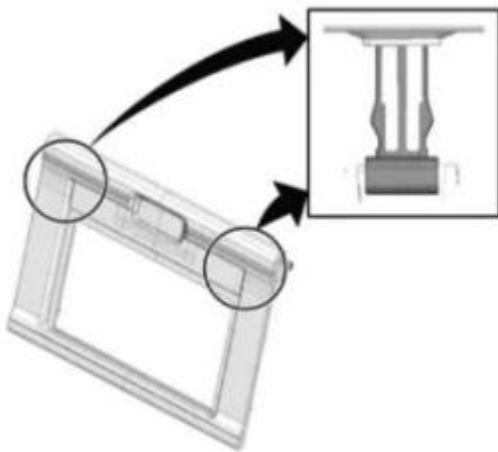


7. Insert the tie strap into the center tab of the bottom of the fuse box in the exact orientation shown. Wrap the tie strap around the outside of the harness, route it back, and insert the end into the tie strap clip, and cinch tight. Ensure the tie strap is pointing downwards when cinched tight as shown.
8. For non-crew cab models, remove the safety pin, lower the cab, and properly lock it in place per the instructions in SI.
9. Enter the cab and tilt the steering wheel all the way up.
10. Place a protective sheet or cloth over the dashboard completely covering the defroster vents to ensure loose parts do not fall into them or damage the dashboard.



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11. Pull out the bezel from the center cluster.



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12. Squeeze the white plastic clips holding the bezel on the center cluster with needle nose pliers to completely remove the bezel.

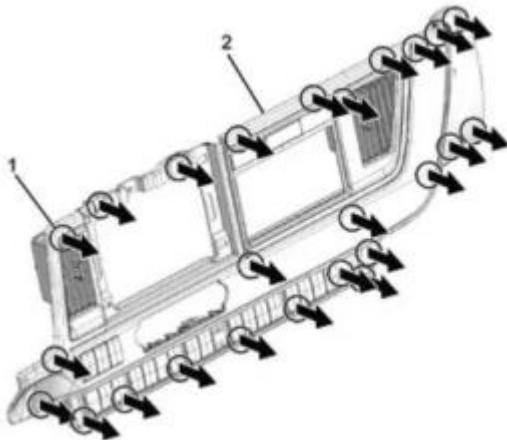
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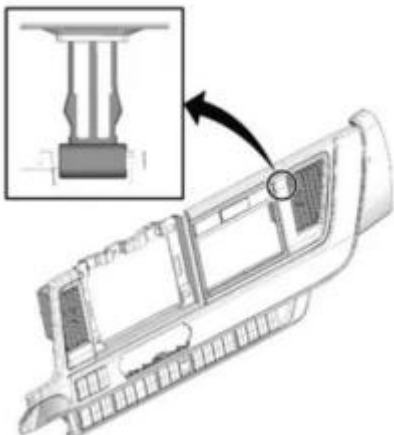
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13. Remove the screw from the center cluster.



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14. Pull out the center cluster from the instrument panel.



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15. Use needle nose pliers to squeeze the white plastic clip at the location shown above and pull the center cluster away from the instrument panel.
16. Disconnect all connectors from the center cluster and remove it.

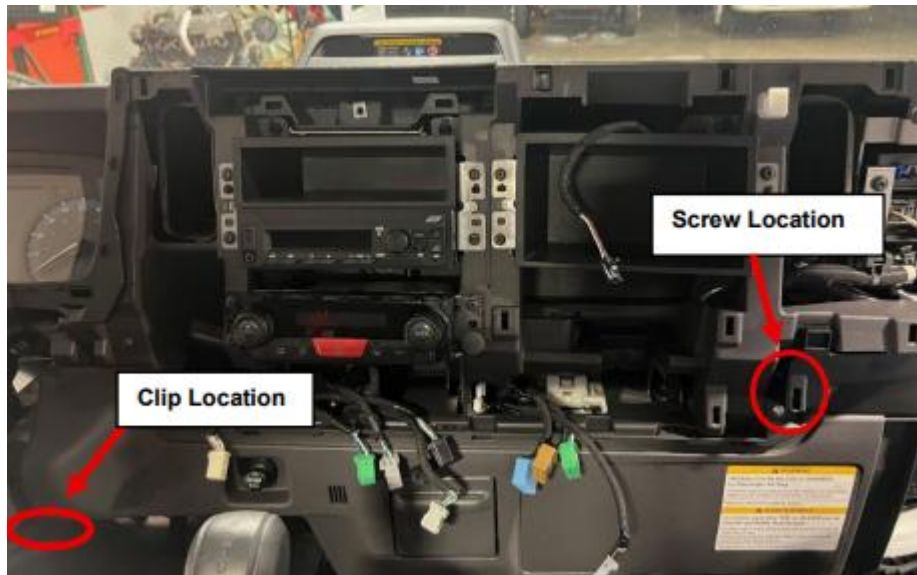
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17. Remove the side under cover/pocket on the right side of the instrument panel.
18. Disconnect the connector from the passenger air bag cut off switch.



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19. Remove the screw from the lower instrument panel under cover. Remove the plastic clip holding the lower instrument panel under cover on the bottom left side.
20. Pull the lower instrument panel under cover out to disengage the clips, disconnect the 12v accessory port, and HVAC temperature sensor housing, and remove the lower instrument panel under cover.



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21. Locate the H98 and H99 connector bracket bolts. Unclip the white harness clamp from the bottom nut/stud by pushing up on the tab with a small screwdriver and pulling the clamp outward.
22. Remove the two nuts holding on to the H98 and H99 connector bracket.



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23. Move the H98 and H99 connector bracket to the left and downward for easier access to the connectors.

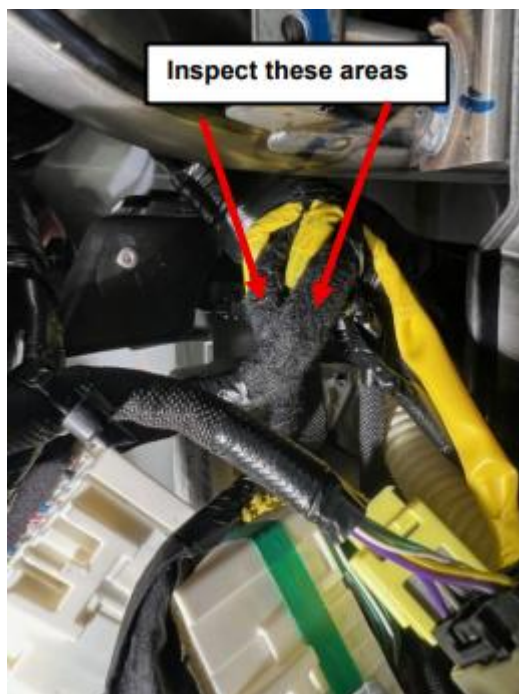


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24. Remove the H98 connector by carefully lifting the white tab on the connector and sliding it off on the bracket.

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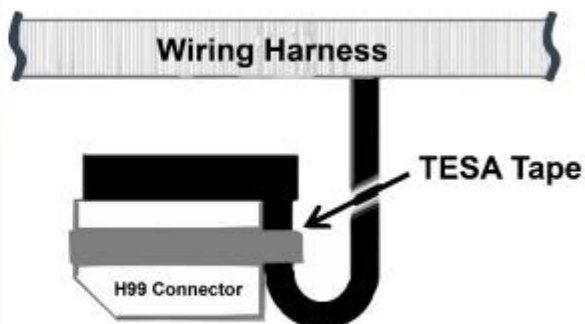
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25. Inspect each black wiring harness going to H98 and H99 for signs of chafing.

- If the harness is chafed, but has not exposed any bare wiring, wrap the affected area with TESA tape 51006 and continue to the next step
- If bare wire or burning exists (right hand graphic above), refer to document ID 5214974 for wire-to-wire repair instructions. Repair the damaged wires, being sure to stagger any butt connectors used so that the harness thickness is not increased too much.

26. If any inspection revealed bare wiring, refer to the “preface” for additional information about contacting Isuzu Technical assistance via “Isuzu Connect.” TAC will respond via “Isuzu Connect” with additional instructions. After completing additional repairs, be sure to complete the standard repairs that were skipped for each harness location.

27. Prepare two strips of TESA tape about one foot long each.



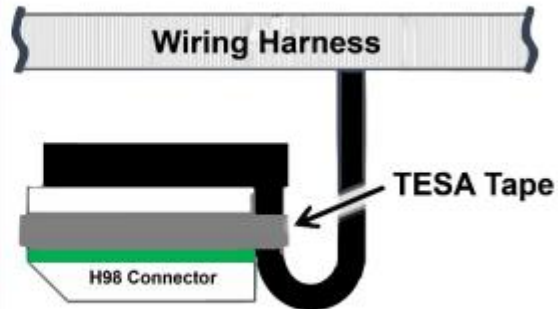
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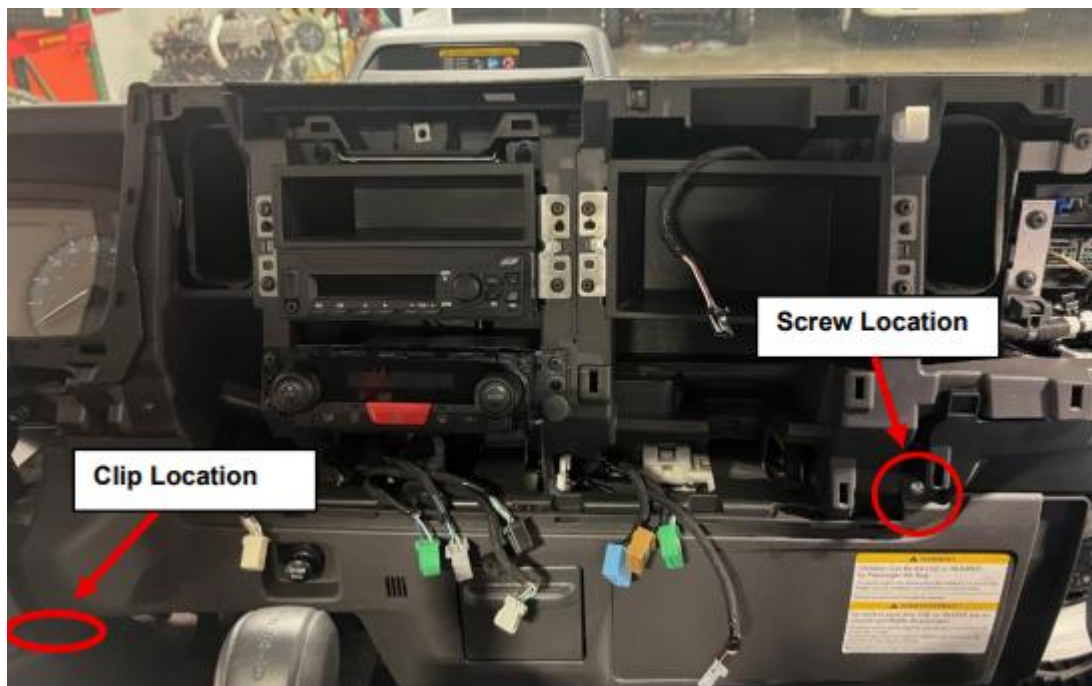


28. Use a strip of TESA tape to tape the black wiring harness going to H99 to the right side of H99.



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29. Use a strip of TESA tape to tape the black wiring harness going to H98 to the right side of H98.
30. Move the bracket back into it's mounting area and onto the mounting studs.
31. Install both nuts on the mounting studs and tighten to 5 lb ft (6.6 Nm). Install the white harness clamp removed in step 21 back onto the lower bracket stud over the nut.
32. Put the lower instrument panel under cover in place for installation, and connect the 12v accessory port and the HVAC temperature sensor housing.



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33. Install the lower instrument panel under cover and ensure all clips are engaged. Install the screw and plastic clip.

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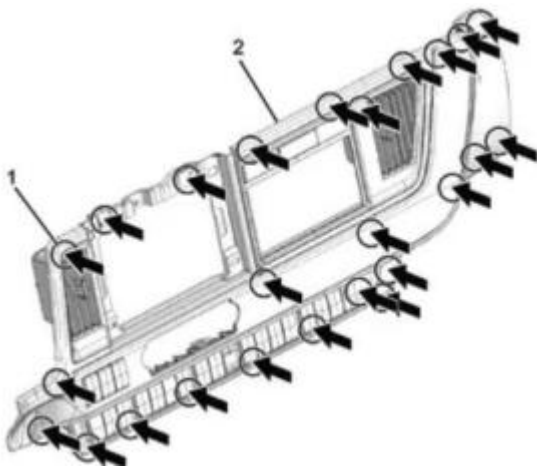
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34. Connect the passenger airbag cut off switch connector and install the side under cover.



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35. Hold the center cluster in place and connect all the connectors that were disconnected.



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36. Install the center cluster. Ensure that all clips are lined up properly before pushing the center cluster in place. Ensure that all clips engage properly.

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37. Install the screw into the center cluster.



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38. Install the bezel to the center cluster.

39. Connect both 12v negative battery terminals and tighten. Install the 12v battery cover.

40. Turn the start switch on and use the steering wheel switches to navigate to the settings screen. Select Date and Time, then reset the date and time so they match the current date and time.

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/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.

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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 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).



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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, 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.

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.

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Regina A. Carto
Vice President
Global Product Safety and Systems

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