

GENERAL MOTORS

DCS7462

URGENT - DISTRIBUTE IMMEDIATELY

Date: April 1, 2026

Subject: Stop Delivery Order for Safety Recall N262555280

Chassis and Cab Wire Harness Contact Damage

Models: 2025-2027 Chevrolet 4500 HD/4500 XD/5500 XD Low Cab Forward

**STOP DELIVERY ORDER**

Effective immediately, stop the delivery of certain 2025-2027 model year Chevrolet 4500 HD/4500 XD/5500 XD Low Cab Forward vehicles in new or used vehicle inventory. Isuzu Motors Limited, the manufacturer of these vehicles, has notified the National Highway Traffic Safety Administration (NHTSA) about a Safety recall that involves these vehicles. The GM recall number is N262555280.

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 until the defect is remedied.

Isuzu has received reports of damaged chassis harnesses and cab harnesses that have led to harness failure. In rare instances, these failures have led to melting of the harness, engine stall, and various warning lights illuminated on the dash. The issues originated with the newly designed cab that was introduced for 2025MY with new harness locations and additions, such as SRS components, which were required to be added into the cab. If one of the harnesses are damaged, the engine may stall, electronic parking brake malfunction may occur, tail lamps may not illuminate, SRS warning lamps may illuminate, transmission shifting issues may occur, or the combination switch may malfunction. Damage to 12V circuits may also lead to melting and charring of the chassis harness, increasing the risk of a fire.

Parts are not currently available, but when parts are available, dealers are to inspect both vehicle harnesses for damage. If no damage to the harness wires is present, the harnesses will be secured to additional fixing points on the vehicle to prevent chaffing damage. The harness or harnesses will either be repaired or replaced based on the extent of the physical damage.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this recall. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory or in-transit is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory or in-transit. To identify involved vehicles in dealer used inventory or in-transit, run an Open VIN Report or Field Action Initiation Report using Field Action Reports-GFAM within the Maxis Dealer Application in Global Connect.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "04/01/2026" under Release Date and "Incomplete – Remedy Not Available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity of parts are available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE