

## **Frequently Asked Questions (FAQs) for Safety Recall N192273510 Loose Alternator Cable**

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

**Q1) Which vehicles are involved?**

A1) Certain 2019 – 2020 model-year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles.

**Q2) What is the issue or condition?**

A2) The B+ battery cable rings in these vehicles may have been contaminated with glue residue at the supplier. During normal vehicle operation, the glue may soften and cause the nut that attaches the B+ battery cable to the alternator to loosen over time, which could lead to an intermittent electrical connection or arcing.

**Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?**

A3) The driver may receive a “Service Battery” or “Battery Saver” warning.

**Q4) What is the remedy/repair?**

A4) Dealers will inspect the vehicle with a black light for the presence of glue or other contamination at the B+ cable attachment to the alternator. If necessary, dealers will clean the connection and reattach the B+ cable connection. If arcing has damaged the cable, nut, or alternator, the dealer will replace the damaged components.

**Q5) What is the safety risk? Is the vehicle safe to drive?**

A5) An intermittent electrical connection between the B+ battery cable and the alternator could cause the vehicle to stall. The intermittent connection could also lead to arcing, which could generate sufficient heat to damage surrounding material and increase the risk of a fire.

**Q6) Does the customer have to pay for this remedy/repair?**

A6) No, this inspection/repair will be done at no cost to the customer.

**Q7) Is the remedy/repair available now?**

A7) Yes, the remedy/repair is available now, please see the attached bulletin for details.

**Q8) What should customers do until recall repairs can be completed? Are there any special instructions?**

A8) If special instructions are provided, they will be included in the notification letters to customers.

**Q9) How can customers check to see if their vehicle is involved in this field action?**

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

**Q10) If customers are concerned, can they get a rental car or courtesy transportation?**

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.