

Product Safety Recall

N202325161 Battery Cable Short Circuit



Release Date: April 2021

Revision: 01

Revision Description: This bulletin has been updated to add the customer notification letter. Please discard all previous copies of N202325161.

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.

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.

Vehicles involved in this field action were previously repaired under Technical Service Bulletin 20-NA-225 for the same condition and are included in this safety recall to ensure the positive battery cable anti-rotation tab trim length was trimmed properly when the procedure in the bulletin was performed.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express	2021	2021	L8T	Engine-Gas, 8 CYL, 6.6L, Cast Iron
GMC	Savana				

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2021 model year Chevrolet Express and GMC Savana vehicles with 6.6L gas engines. In certain circumstances, anti-rotation tabs on the positive battery cable terminals may come into contact with a fuse block assembly attachment post, causing a short circuit. Clearance between the positive battery cable anti-rotation tab and the fuse attachment posts is small enough to allow contact in certain situations. Drivers may get a low battery voltage warning or experience a dead battery. A short-circuit of a positive battery cable to a fuse attachment post can cause battery drain or may lead to an underhood fire.
Correction	Dealers will remove a portion of the anti-rotation tab on both positive battery cable terminals near the engine compartment fuse block assembly attachments.

Parts

Quantity	Part Name	Part No.
1	Cable – Battery Positive (*Request WPC872, See Note Below)	84911210
1	Cable – Battery Positive (*Request WPC871, See Note Below)	84911213

* The battery cable can be obtained from the Warranty Parts Center (WPC) using the TSP Dealer Request Form located on Global Connect <Service Department <Service Forms Application <General Information tab <TSP Dealer Request Form. Instructions for submitting are on the form. Request WPC871 or WPC872.

NOTE: All vehicles in this population will require part # 84911213. The only exception to this is VIN 1GJW7FF77M1175349, this vehicle requires part # 84911210.

Warranty Information

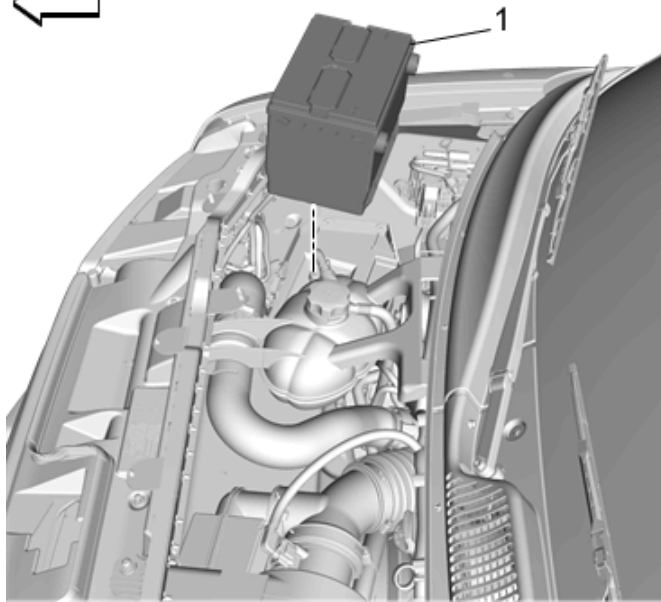
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105366	Verify Positive Battery Cable Anti-Rotation Tab Trim Length	0.6	ZFAT	N/A
9105368	Replace Positive Battery Cable (Includes Inspection)	2.8		

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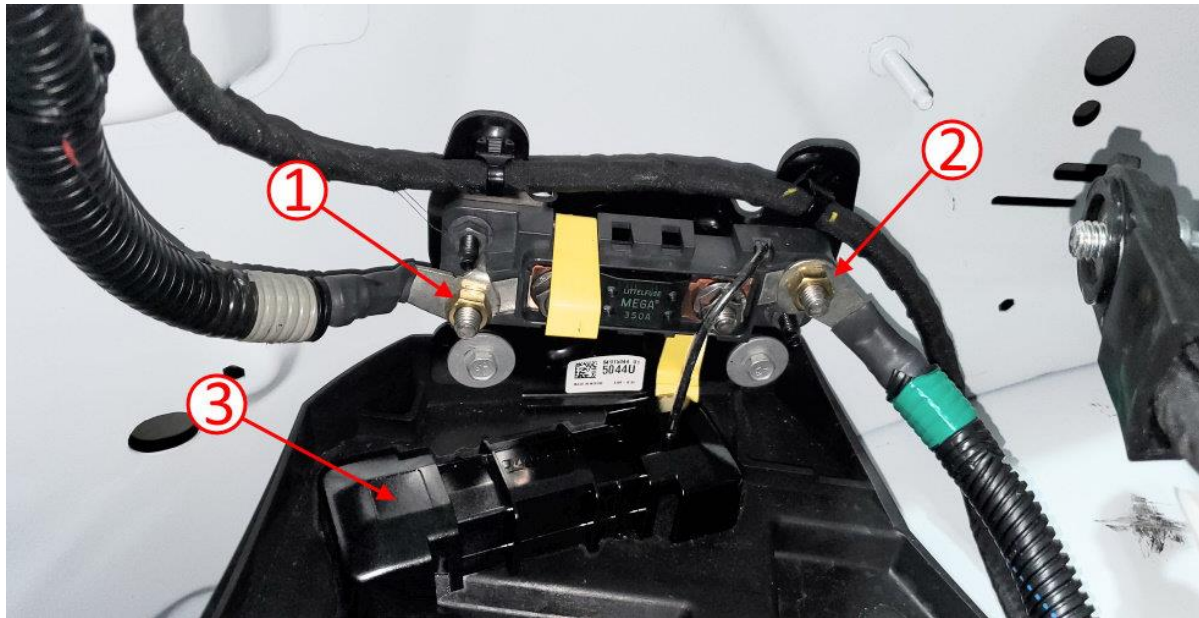


Service Procedure



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1. Remove the vehicle battery (1). Refer to *Battery Replacement* in SI.

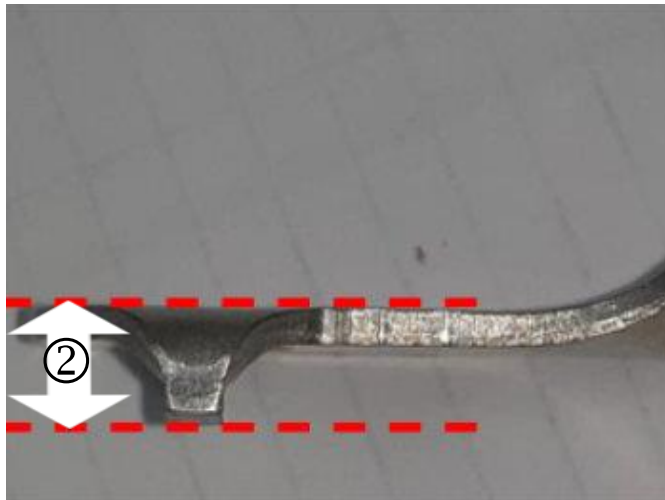


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2. Locate the Mega Fuse assembly mounted on the inner fender.
3. Remove the fuse cover (3).
4. Remove the fasteners that connect the two cables to the fuse block (1) and (2).
5. With the two cables removed from the fuse block, inspect the trimmed length of the terminal anti-rotation tabs on both cable ends.

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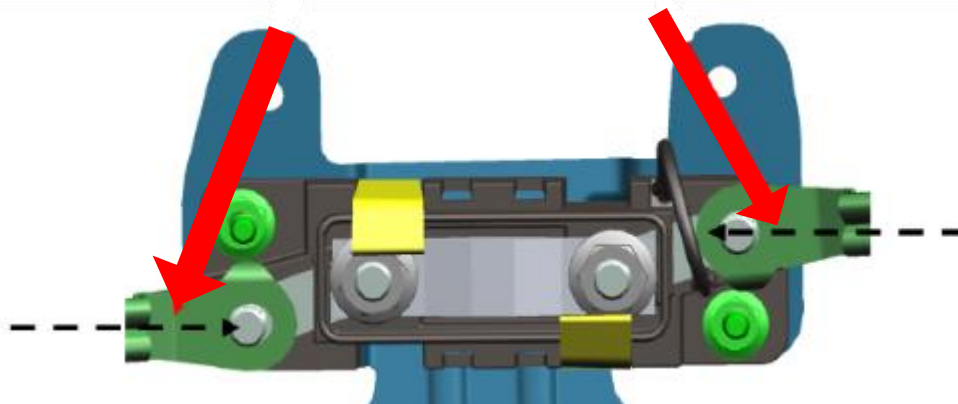
* If both anti-rotation tabs are trimmed to the correct 6mm length (2), no further action is required. Reinstall the cables following steps 6-9 below.



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* If one or both anti-rotation tabs has been cut completely off, or measures less than 6mm as shown in the first graphic in this step, replace the positive battery cable assembly. Refer to Battery Positive Cable Replacement in SI. When installing the new cable assembly, follow steps 6-9 below.

6. Loosely reinstall the two cables at the fuse block.



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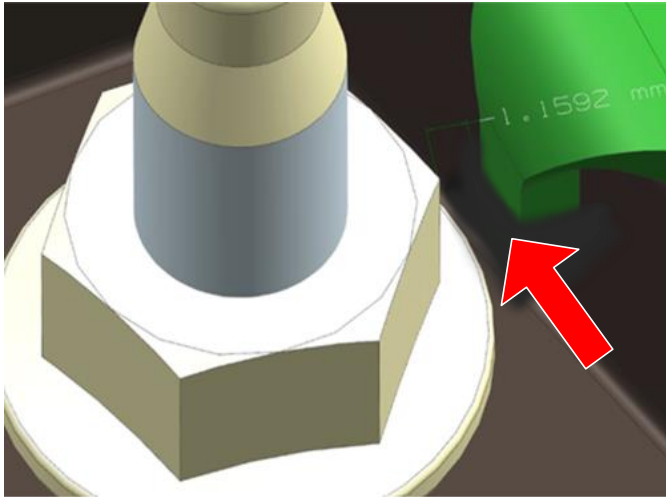
Note: When tightening the fasteners, hold the cables in a manner so they do not contact the studs as shown in the graphic above.

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7. Tighten the fasteners to 20 Nm (15 lb ft).



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IMPORTANT: With both fasteners tightened to specification, **make sure there is at least 1mm clearance** between the anti-rotation tab and the nut at both locations. If the clearance is less than 1mm, remove the cable and trim the tab with a file as required.

8. Reinstall the fuse cover.
9. Reinstall the battery. Refer to *Battery Replacement* in SI.

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.

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Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, 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 Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) 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 CPOIS system, or once again be used in the CTP 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 field action 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 field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. 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 recall may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.





IMPORTANT SAFETY RECALL

April 2021

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.

General Motors has decided that a defect, which relates to motor vehicle safety exists in certain 2021 model year Chevrolet Express and GMC Savanna vehicles equipped with 6.6L gas 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 safety recall N202325161.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.
- Your vehicle was repaired previously for this condition under a Technical Service bulletin. It is included in this safety recall to ensure the positive battery cable anti-rotation trim length was trimmed properly when the procedure in the bulletin was performed.

Why is your vehicle being recalled?

In certain circumstances, anti-rotation tabs on the positive battery cable terminals may come into contact with a fuse block assembly attachment post, causing a short circuit. Clearance between the positive battery cable anti-rotation tab and the fuse attachment posts is small enough to allow contact in certain situations. Drivers may get a low battery voltage warning or experience a dead battery. A short-circuit of a positive battery cable to a fuse attachment post can cause battery drain or may lead to an underhood fire.

What will we do?

Your GM dealer will inspect your vehicle and remove a portion of the anti-rotation tab on both positive battery cable terminals near the engine compartment fuse block assembly attachments. A very small percentage of vehicles may have had too much of the tab removed during prior servicing. If this is the case for your vehicle, the battery cable will be replaced. This service will be performed for you at no 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 50 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

It is recommended that the vehicle be parked outside and not in a garage or other structure until it is repaired.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write 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 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 21V189.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs
Vice President
Global Vehicle Safety

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