

Frequently Asked Questions (FAQs) for Safety Recall N202325160 Battery Cable Short Circuit

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 2021 model year Chevrolet Express and GMC Savana vehicles with 6.6L gas engines.

Q2) What is the issue or condition?

A2) 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.

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

A3) Drivers may get a low battery voltage warning or experience a dead battery.

Q4) What is the remedy/repair?

A4) Dealers will remove a portion of the anti-rotation tab on both positive battery cable terminals near the engine compartment fuse block assembly attachments.

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

A5) A short-circuit of a positive battery cable to a fuse attachment post can cause battery drain or may lead to an underhood 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, 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.