

Reference Number: GCUS-3-3009

N222380031-03 - Safety Recall - High Voltage Battery Pack - Additional VINs Moved to Open

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6653

URGENT - DISTRIBUTE IMMEDIATELY

Date: August 17, 2023

Subject: N222380031-03 - Safety Recall

Improper Urethane Sealing - High Voltage Battery Pack

Additional vehicles have been moved to 'Open' status

Models: 2022-2023 GMC HUMMER EV

To: All General Motors Dealers

Additional 2022-2023 model year HUMMER EV vehicles have been moved to 'Open' status in IVH and are now eligible for a high voltage battery pack replacement. Please verify a VIN's involvement in this field action by checking in IVH prior to doing any repairs.

This recall must only be completed by GMC EV certified dealers and repairs must be performed by a technician who has successfully completed the required EV training. In addition to meeting all hoist and forklift requirements as outlined in bulletin 22-NA-114, the Special Tools listed below are required to complete this repair. Dealers are NOT authorized to perform this recall until all required tools and equipment are acquired, including having a forklift onsite.

Marketing Number	Description
EL-53000	HV Battery Support Fixture
EL-53152	HV Battery Alignment Pins
GE-47716	Vac-N-Fill Coolant Refill Tool
EL-53076	Battery Pack Coolant Passage Pressure Adapter
EL-53080	High Voltage Battery Pack Lifting System
EL-53097	EV Battery Lifting Eye Bolts
EL-39200-LEAD	Electronic Test Leads Kit
EL-48900-A	HV Safety Kit
EL-49642	SPS Programming Support Tool

As VINs become eligible for final repair, they will be moved to 'Open' status in IVH. Remaining VINs in "Incomplete. Remedy Not Available" status will not be eligible for the final repair until GM informs dealers at a future date. **An 'Open' status in IVH indicates the VIN is eligible for a HV Battery order. Once the HV Battery is received, it can only be installed in the vehicle for the VIN that was provided at the time the order was placed. No substitutions of VINS will be allowed.**

Carefully read this bulletin before beginning the remedy procedure. This bulletin contains important legal and safety requirements that must be followed to safely replace the vehicle's high voltage battery in compliance with applicable federal, state, provincial, and local laws. To avoid injury or death, use of a forklift that meets the specifications outlined in bulletin 22-NA-114 is required to safely load and unload crated HV batteries into and out of delivery trucks. Failure to carefully follow the procedures in this bulletin may result in serious injury or death.

Vehicles involved in this recall were placed on stop delivery October 13, 2022. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Frequently Asked Questions Document (FAQs)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Customer Letter Mailing

Limited customer letter mailing began on April 13, 2023, and will continue as VINs become eligible for the final repair.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen was first updated on March 29, 2023. Please verify a VINs involvement in this field action by checking IVH prior to doing any repairs. IVH is the best source for individual VIN inquiries. A list of vehicles moved to 'Open' is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS