

IMPORTANT

IMPROPER URETHANE SEALING SAFETY RECALL

This notice applies to your
[Model Year1] [MAKE1] [MODEL1]
VIN: [VIN1]
Recall #N222380031



Safety Risk

Water entering an improperly sealed high-voltage battery pack may cause a loss of propulsion while driving, increasing the risk of a crash.



The Recall Repair Is **FREE**

This **FREE** Improper Urethane Sealing Safety Recall repair must be completed by a GMC EV Certified Dealer. Please confirm with the dealer that they can make this EV recall repair when you schedule.



Call Your Dealer

[DEALER_NAME]
[DEALER_NAME]

[DEALER_ADDRESS1]
[DEALER_ADDRESS1]

[DEALER_CITY], [DEALER_STATE_PROV], [DEALER_POSTAL_CODE]
[DEALER_SERVICE_PHONE]

Find a Dealer

If you have any questions or concerns that your preferred GMC HUMMER EV dealer is unable to resolve, please contact the EV Concierge at 1-833-HUMMER-EV (1-833-486-6373) (TTY 711 / 1-800-833-2438).

gm vehicle safety

Dear [FName],

Our records, which are based primarily on state registration and title data, indicate that you are the registered owner of a vehicle which is affected by the **High-Voltage Battery Pack Improper Urethane Sealing Safety Recall**. Our records indicate that your vehicle has not been repaired for this recall.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **2022–2023 GMC HUMMER EV vehicles**. 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. It is important to contact your dealer to schedule your **FREE** recall repair appointment.

Why is your vehicle being recalled?

In some of the recalled vehicles, the high-voltage battery pack enclosure may not have been properly sealed. **If the pack enclosure is not sealed, water can enter the pack.** If water enters the battery pack enclosure, one or more malfunction indicator lamps may illuminate and the driver information center may display a warning message to the driver. **Your vehicle may not start or could lose propulsion while driving. A loss of propulsion while driving can increase the risk of a crash.**

What will we do?

Your GM dealer will replace the high-voltage battery pack. 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 for 1–2 days to complete the repair.

What should you do?

Contact your GMC dealer to schedule your **FREE** recall repair as soon as possible. When scheduling your appointment, please confirm with the dealer that they are EV certified.

Questions?

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If you have any questions or concerns that your preferred GMC HUMMER EV dealer is unable to resolve, please contact the EV Concierge at 1-833-HUMMER-EV (1-833-486-6373) (TTY 711 / 1-800-833-2438).

Sincerely,

Regina Carto
Vice President, Global Product Safety & Systems





U.S. Department of Transportation



PO Box 3047
Milwaukee, WI 53201

gm vehicle safety

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[Unique_ID] [Creative_Code]

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[Business_Name]

[Address]

[Address2]

[City], [State] [Zip]



Please do not ignore this safety recall notice.

V-S2/23

Por favor no ignore este aviso de llamada a revisión de seguridad.

