

## **Frequently Asked Questions (FAQs) for Safety Recall N222380031 Improper Urethane Sealing - High Voltage Battery Pack**

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 2022 model year GMC HUMMER EV vehicles

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

**A2)** The high-voltage battery pack enclosure in some of these vehicles may not have been properly sealed. If the pack enclosure is not sealed, water can enter the pack.

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

**A3)** If water enters the battery pack enclosure and causes a battery pack malfunction, one or more malfunction indicator lamps may illuminate and the driver information center will display a warning message to the driver.

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

**A4)** Dealers will replace high-voltage battery packs.

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

**A5)** GM is aware of three confirmed reports of this condition causing water to enter the pack. In two of the cases, the vehicles would not start. In the third case, the vehicle lost propulsion while driving. A loss of propulsion while driving can increase the risk of a crash.

**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.