

Safety Recall

N222386050 Left Side B-Pillar Wire Harness Fire



Release Date: April 2023

Revision: 01

Revision Description: Bulletin N222386050 has been revised to include a copy of the customer notification letter. Please discard all previous copies of bulletin N222386050.

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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express Cutaway	2003	2023		
GMC	Savana Cutaway				

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 2003-2023 Chevrolet Express Cutaway and GMC Savana Cutaway incomplete vehicles. These vehicles are equipped with an unused circuit that a final-stage manufacturer may elect to use to install an optional rear HVAC system. If the final-stage manufacturer leaves the circuit's connectors or cut wires unsealed, exposure to moisture or contamination may, over time, cause corrosion. In rare cases, this could result in high current draw through the circuit at the vehicles' lower left side B-pillar. Unintended release of excessive heat from the circuit may pose a risk of a vehicle fire and increase the risk of injury.
Correction	The rear HVAC blower motor circuit(s) at the left side B-pillar will be properly sealed to prevent moisture exposure.

Parts

Quantity	Part Name	Part No.
As Required	TE Connectivity ES-CAP-NO.2-B9-0-30MM	**
As Required	Yellow DuraSeal Splice Sleeves (Pkg of 10)	19300091*

** Paste [ES-CAP-NO.2-B9-0-30MM : RAYCHEM Splice Sealing End Cap\(ES-Cap\) | TE Connectivity](#) into your browser. This will link to the supplier site for ordering the required parts. If the above caps are not available, a locally sourced cap may be used. It must be a dual wall adhesive lined shrink cap with a minimum 5.7mm ID in preshrunk configuration.

* The 19300091-splice sleeve may be in limited supply from CCA. Alternate GM Part numbers #12355056 and #19168448 are previous numbers for the same part and can be used for this repair. A/C Delco #16-7530 is also an acceptable alternative part. These alternate part numbers are available from aftermarket suppliers, do not attempt to order them from CCA.

If there is no availability of the above listed GM parts, a locally sourced splice sleeve meeting the following specification can be used.

- Wire size: 12-10 AWG
- Insulation Sleeve: Heat shrinkable nylon with a hot melt adhesive lining
- Crimp Barrel: Tin-plated copper alloy

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106775	Repair HVAC Circuits as Required ADD: Remove Seat	0.8 0.2	ZFAT	*
9106778	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	**
9106779	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***

Note: To avoid having to “H” route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

* The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A Dealer net price for dual wall adhesive lined shrink cap needed to perform the required repairs, not to exceed \$4.00 USD, \$5.40 CAD, plus applicable Mark-Up or Landed Cost (for Export).

** For USA & Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

*** Submit \$10.00 USD administrative allowance in Net/Admin Allowance.

Service Procedure

1. If the vehicle is equipped with a power driver seat, position the seat in the forward most position.
2. Disconnect the Battery. Refer to *Battery Negative Cable Disconnection and Connection* in SI.

NOTE: Depending on the upfitter build configuration, the driver seat may need to be removed.

3. Remove the left lower pillar garnish molding. Refer to *Lower Pillar Garnish Molding Replacement* in SI.



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4. Locate the wire bundle positioned below the driver side seat belt retractor.

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5. Identify the Rear HVAC Blower two wire circuit, RED/WHITE Tracer and BLACK.

CAUTION: The below steps are for rear HVAC blower circuits that are not being used (terminated leads). If the circuit is in use, proceed to the REAR HVAC BLOWER CIRCUIT CONNECTOR REMOVAL section.



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- This circuit may have a connector attached. If a connector is present, cut the connector off 25mm (1.0 in.) from the connector housing (1) and discard. Proceed to step six.
- If the circuit is wrapped in electrical tape only, cut the wires 25mm (1.0 in.) from the end. Proceed to step six.

TIP: Use a sewing seam ripper, available from sewing supply stores, in order to cut open the harness in order to avoid wire insulation damage.

6. Remove 50mm (2.0 in.) of the wire harness wrap.

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7. Install two of the specified wire caps on the individual RED/WHITE Tracer and BLACK wires. Apply heat to shrink the two caps as required



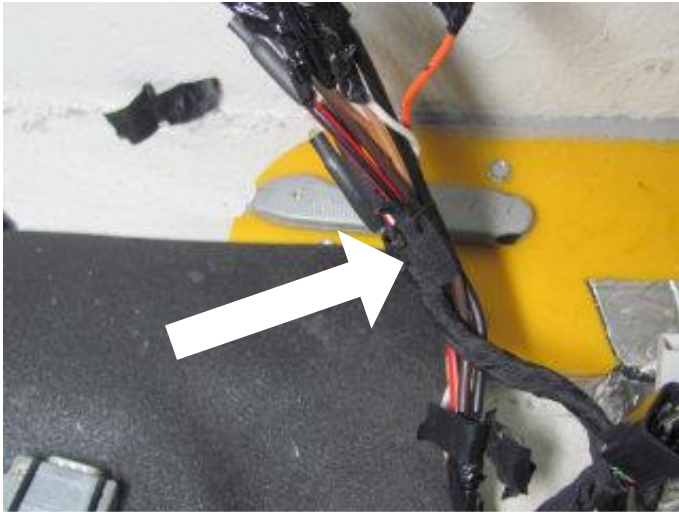
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8. Inspect for the installation of a secondary two wire circuit of the same gauge wires with a RED/BLACK Tracer and BROWN wires.
9. If the second circuit is installed, remove the wire harness wrap, trim the wire length, and cap the wires as described above.



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10. Using electrical tape, bundle the wires as shown.



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11. Neatly tuck the bundle under the seatbelt retractor as shown to prevent interference with the garnish molding.
12. Reinstall the left lower pillar garnish molding. Refer to *Lower Pillar Garnish Molding Replacement* in SI. Reinstall the driver seat if previously removed.
13. Reconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.

REAR HVAC BLOWER CIRCUIT CONNECTOR REMOVAL

1. If the Rear HVAC Blower two wire circuit RED/WHITE Tracer and BLACK is being used, the plug connectors must be removed, and the connection be made with DuraSeal Splice Sleeves.
2. Carefully inspect the wires for corrosion.
3. Refer to *Wire to Wire Repair* in SI.

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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.

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 USA & Export

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.

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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.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in the bulletin can be submitted at anytime to the dealer. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



IMPORTANT SAFETY RECALL

May 2023

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 2003-2023 Chevrolet Express Cutaway and GMC Savana Cutaway incomplete 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.

IMPORTANT

- Your vehicle is involved in GM recall N222386050.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

These vehicles are equipped with an unused circuit that a final-stage manufacturer may elect to use to install an optional rear HVAC system. If the final-stage manufacturer leaves the circuit's connectors or cut wires unsealed, exposure to moisture or contamination may, over time, cause corrosion. This could result in high current draw through the circuit at the vehicles' lower left side B-pillar. Unintended release of excessive heat from the circuit may pose a risk of a vehicle fire and increase the risk of injury.

What will we do?

Your GM dealer will properly seal the rear HVAC blower motor circuit(s) at the left side B-pillar to prevent moisture exposure. 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 70 minutes.

What should you do?

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

Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

Do you have questions?

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

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

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Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
GMC	1-800-462-8782	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 23V247.

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

Regina A. Carto
Vice President
Global Product Safety and Systems

Enclosure
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