

## **Frequently Asked Questions (FAQs) for Safety Recall N222386050 Left Side B-Pillar Wire Harness Fire**

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)** 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.

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

**A2)** 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.

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

**A3)** None.

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

**A4)** The rear HVAC blower motor circuit(s) at the left side B-pillar will be properly sealed to prevent moisture exposure.

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

**A5)** Unintended release of excessive heat from the circuit may pose a risk of a vehicle fire and increase the risk of injury.

**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.