



IMPORTANT SAFETY RECALL

May 2024

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 may exist in a small number of 2024 model year Cadillac LYRIQ, Chevrolet Blazer EV and Silverado EV, and GMC HUMMER EV and Sierra 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.

IMPORTANT

- Your vehicle is involved in GM recall N242447080.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The electric motors in these vehicles' rear drive units may include wires that are not sufficiently insulated, potentially allowing the wires to contact each other. If wire-to-wire contact occurs, the drive motor will shut down, causing the vehicle to lose propulsion.

What will we do?

Your GM dealer will replace the rear drive unit. 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 6 hours.

What should you do?

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

When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the EV Concierge at the number listed below.

Division	Number
Cadillac EV Concierge	1-844-EV-CADILLAC (1-833-382-2345)
Chevrolet EV Concierge	1-833-EVCHEVY (1-833-382-4389)
GMC EV Concierge	1-833-GO-EVGMC (1-833-463-8462)
HUMMER EV Concierge	1-833-HUMMER-EV (1-833-486-6373)

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.

If after contacting your dealer and the EV Concierge, 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 24V320

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

GM Recall: N242447080