

Frequently Asked Questions (FAQs) for Safety Recall N242447080 Drive Unit Loss of Propulsion

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 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.

Q2) What is the issue or condition?

A2) 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.

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) Dealers will replace the rear drive unit.

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

A5) If the vehicle loses propulsion without warning, there is increased 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 recall?

A9) Customers who own a vehicle involved in this recall 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://experience.gm.com/ownercenter/recalls> or via NHTSA's website at <http://www.nhtsa.gov>.

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.