

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6226
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 1, 2022

Subject: N222362090 - Customer Satisfaction Program
High Voltage Connector Backing Plate Corrosion

Models: 2022 BrightDrop EV600
2022 GMC HUMMER EV

To: All General Motors Dealers and All General Motors BrightDrop Dealers

General Motors is releasing Customer Satisfaction Program N222362090 today. The total number of U.S. vehicles involved is approximately 424. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in August 2022.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated August 1, 2022. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N222362090 High Voltage Connector Backing Plate Corrosion



Release Date: August 2022

Revision: 00

Attention: For HUMMER EV Vehicles: This field action must only be completed by GMC EV certified dealers and repairs must be performed by a technician who has successfully completed the required training.

For BrightDrop Vehicles: This field action can only be completed by BrightDrop dealers or BrightDrop certified repair facilities who have met all BrightDrop specific training, tool and equipment requirements. Repairs must be performed by a technician who has successfully completed the required training.

This program is in effect until August 31, 2024.

Make	Model	Model Year		RPO	Description
		From	To		
BrightDrop	EV600	2022	2022		
GMC	HUMMER EV	2022	2022		

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	Certain 2022 model year GMC HUMMER EV and BrightDrop EV600 vehicles may have a condition in which the high voltage connector may corrode and allow water to leak into the high voltage battery. A Malfunction Indicator Light (MIL) may illuminate if this issue occurs.
Correction	Dealers will apply sealant to seal the high voltage connector.

Parts

Quantity	Part Name	Part No.
1	RTV Engine Sealant	88864346

It is estimated that there are only 424 involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106417	Seal HV Headers HUMMER EV	3.3	ZFAT	N/A
9106418	Seal HV Headers BrightDrop EV 600	2.6	ZFAT	N/A

Danger: Always perform the High Voltage Disabling procedure prior to servicing any High Voltage component or connection. Personal Protection Equipment (PPE) and proper procedures must be followed.

The High Voltage Disabling procedure includes the following steps: Identify how to disable high voltage.

- Identify how to test for the presence of high voltage.
- Identify condition under which high voltage is always present and personal protection equipment (PPE) and proper procedures must be followed.

Before working on any high voltage system, be sure to wear the following Personal Protection Equipment:

- Safety glasses with appropriate side shields when within 15 meters (50 feet) of the vehicle, either indoors or outdoors.
- Certified and up-to-date Class "0" Insulation gloves rated at 1000V with leather protectors.
- Visually and functionally inspect the gloves before use.
- Wear the Insulation gloves with leather protectors at all times when working with the high voltage battery assembly, whether the system is energized or not.

Failure to follow the procedures may result in serious injury or death.

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Service Procedure

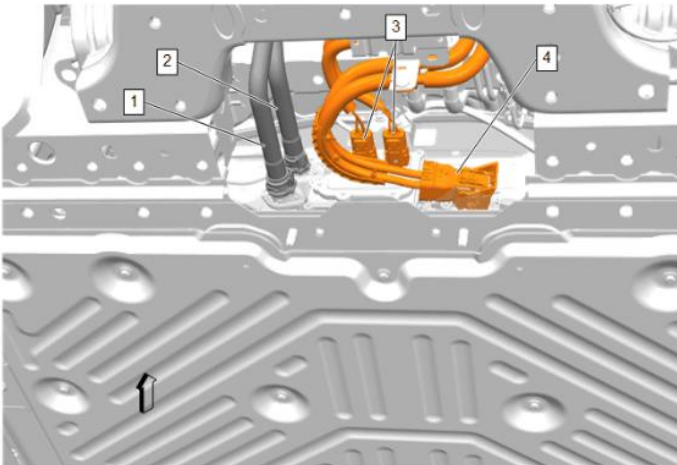
Important: Service Agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Note: The procedure below shows the repair being performed on the HUMMER EV. The BrightDrop EV600 procedure is the same, except where noted.

1. Disable the High Voltage System. Refer to *High Voltage Disabling* in SI.
2. Raise and support the vehicle. Refer to *Lifting and Jacking* in SI.
3. Remove the high voltage battery tray lower rear reinforcement. Refer to *High Voltage Battery Tray Lower Rear Reinforcement Replacement* in SI.
4. Remove the high voltage battery tray lower front reinforcement. Refer to *High Voltage Battery Tray Lower Front Reinforcement Replacement* in SI.

Caution: Safety glasses with appropriate side shields are required when using compressed air.

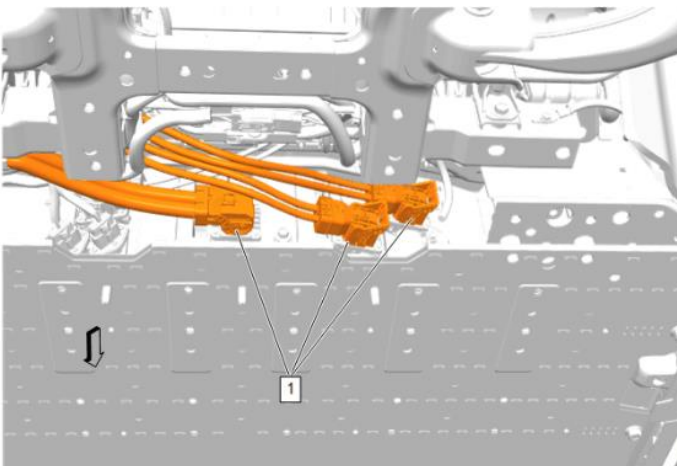
5. Using compressed air and an OSHA Compliant blow gun, clean any loose debris from the electrical connector areas before disconnecting the connectors.
6. Clean the area around the EV headers with 3-M High Power Brake Cleaner 08179 or 08880 (or the equivalent).



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7. Disconnect the front electrical connector (4).

Note: The BrightDrop EV600 has only one electrical connector in the below graphic. The two EV headers on the right side have empty connectors installed. Remove all three connectors and seal all three EV Headers following the instructions below.



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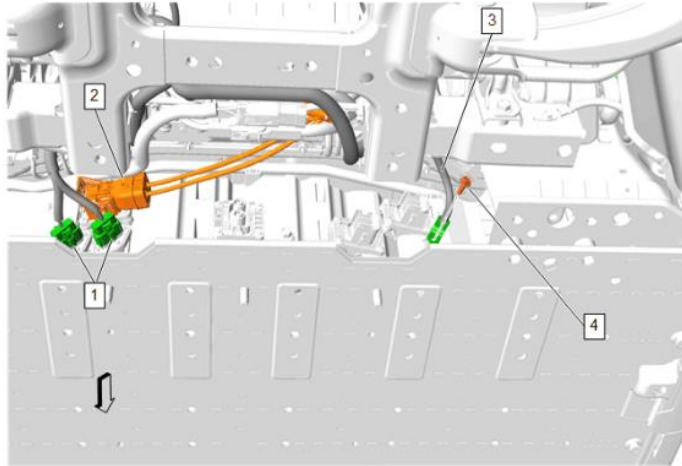
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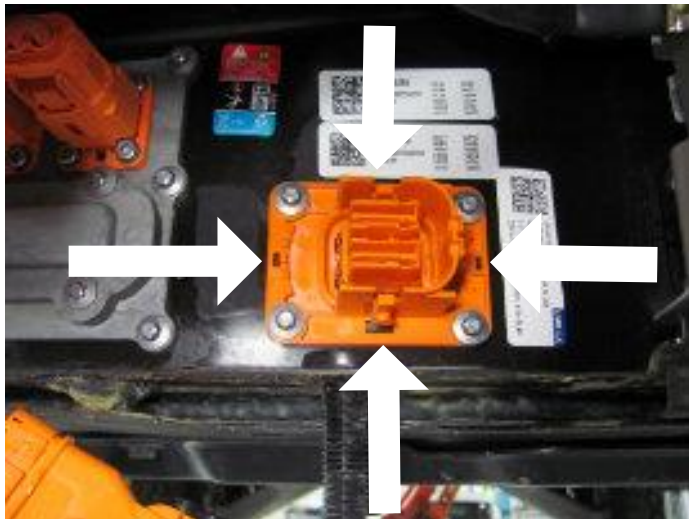
8. Disconnect the rear electrical connectors (1).

Note: On BrightDrop EV600 vehicles, it is not necessary to disconnect the #1 connectors in the step below.



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9. Disconnect the rear electrical connectors (1 and 2).



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10. Using a general-purpose body solvent, such as Kent Industries Acrysol (or the equivalent) thoroughly clean the area around the five HV headers to be sealed (four in the rear, and one in the front). Use care to make sure all the area is clean to the base material. Due to restricted access, the use of a cotton swab or dauber is recommended. Dry the sealing area.
11. Cut the tip of the RTV Engine Sealant applicator to a size that will dispense 6.5mm (1/4in.) bead of material.

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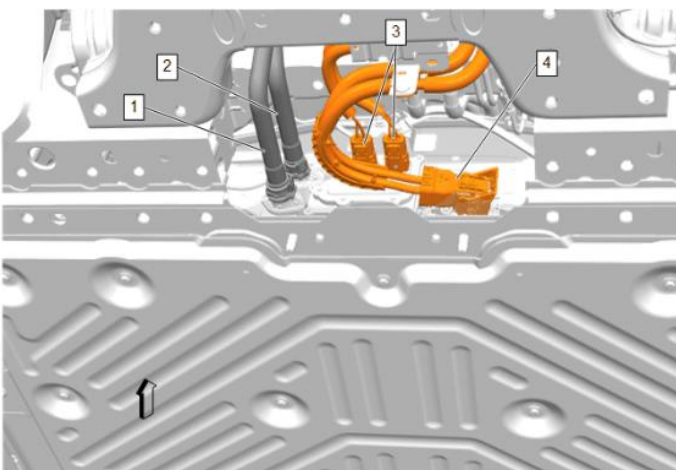
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12. Carefully seal the perimeter of the HV header and the four mounting bolts as shown. Repeat this sealing process at all five locations.



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13. Ensure the seal bead is a minimum of 6.5mm (1/4in.).
14. Use a mechanics mirror to visually verify the seal path at all five locations.



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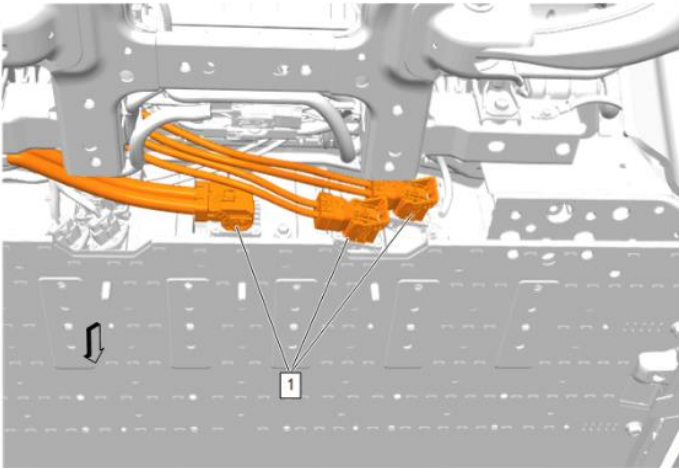
15. Reconnect the front electrical connector (4).

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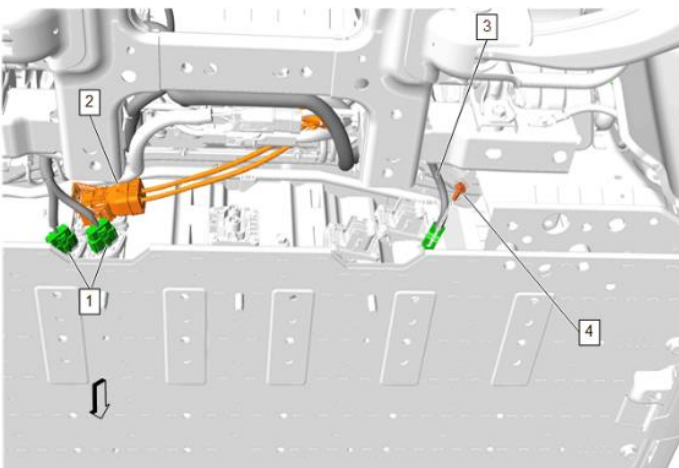
Note: The BrightDrop EV600 has only one electrical connector in the below graphic. The two EV headers on the right side have empty connectors installed.



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16. Reconnect the rear electrical connectors (1).

Note: On BrightDrop EV600 vehicles, it is not necessary to reconnect the #1 connectors in the step below.



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17. Reconnect the rear electrical connectors (1 and 2).

18. Reinstall the high voltage battery tray lower front reinforcement. Refer to *High Voltage Battery Tray Lower Front Reinforcement Replacement* in SI.

19. Reinstall the high voltage battery tray lower rear reinforcement. Refer to *High Voltage Battery Tray Lower Rear Reinforcement Replacement* in SI.

20. Enable the High Voltage System. Refer to *High Voltage Disabling* in SI.

21. Clear all related DTC information.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared 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.

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Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through August 31, 2024. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program 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 program enters your vehicle inventory or is in your facility for service through August 31, 2024, you must take the steps necessary to be sure the program correction has been made before selling or 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 field action. 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 field action 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.

Customer Notification

USA & Canada - General Motors will notify customers of this program 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.

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**

Customer Satisfaction Program

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August 2022

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

We have learned that your 2022 model year GMC HUMMER EV or BrightDrop EV600 may have a condition in which the high voltage connector may corrode and allow water to leak into the high voltage battery. A Malfunction Indicator Light (MIL) may illuminate if this issue occurs.

Your satisfaction with your GMC HUMMER EV or BrightDrop EV600 is very important to us, so we are announcing a program to correct this condition.

What We Will Do: Your GM dealer will apply sealant to seal the high voltage connector. This service will be performed for you at **no charge until August 31, 2024**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. When scheduling your appointment for a GMC HUMMER EV, confirm with the dealer that they are a GMC EV certified dealer. When scheduling your appointment for a BrightDrop EV600, confirm with the dealer that they are a BrightDrop dealer or BrightDrop certified repair facility.

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.

Division	Number	Text Telephones (TTY)
BrightDrop	1-888-987-4377	
GMC HUMMER EV/SUV	1-833-HUMMER-EV (1-833-486-6373)	711 / 1-800-833-2438
<i>Puerto Rico – English</i>	1-866-467-9700	
<i>Puerto Rico – Español</i>	1-866-467-9700	
<i>Virgin Islands</i>	1-866-467-9700	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N222362090