

CHEVROLET
DCS6810
FOR IMMEDIATE DISTRIBUTION

Date: March 4, 2024

Subject: Low 12V Battery / Stop Delivery - Reference Number N232434590

Models: 2024 Chevrolet Blazer EV

To: Select General Motors Dealers

If you previously received a copy of this communication on 3/1/23, please disregard the VIN list that was attached to that communication. The VIN list attached to this communication (2024 Blazer EV – 12V VIN List 3.4.24) is an updated & corrected list.

As many of you are aware, on December 22, 2023, we issued a stop sale under GlobalConnect message GCUS-3-3106 on the 2024 Chevrolet Blazer EV. Since that time, we stopped shipment of these vehicles to Dealers. As a result, some of these Blazer EVs were in our logistics network for a prolonged period which has resulted in a low 12-volt battery.

We are reaching out because one of the above-described vehicle(s) is currently en-route to your Dealership. To ensure an exceptional customer experience, we are requesting that the 12-volt battery be replaced upon arrival to your Dealership. The attached VIN list identifies the applicable vehicles for the 12V battery replacement. For the impacted VINs, we are waiving the recharging and testing requirements traditionally required for a warranty battery replacement authorization. Battery testing requirements during the PDI process continues to be required.

For the warranty claim submission, input INOP into the battery code (labor operation dependency code) field, attach copy of this private GCUS and Hroute transaction to WSC.

It is also imperative that following 12-volt battery replacement, proper vehicle inventory maintenance is followed. Please reference maintenance procedures in 21-NA-043 and ensure the high voltage battery maintains at least a 15% state of charge to maintain 12V battery.

Additionally, the vehicles are being delivered to your Dealership via flatbed and will likely have a discharged 12 volt and may require a jumper pack to get the vehicle off the truck upon arrival.

Please note, this 12V Battery replacement only applies to the vehicles identified in the attached VIN file. Any vehicles outside of this list must follow previously established recharging and testing requirements and processes specified in 20-NA-132.

Until further instructions are received, new vehicles subject to this stop delivery order must continue to be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use.

Should you have any questions, please reach out your District Service Manager.

END OF MESSAGE