

This is a representative letter. Customer letters are personalized and list specific model, model year and VIN.



IMPORTANT SAFETY RECALL

April 2021

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 exists in certain 2021 model year Chevrolet Express and GMC Savanna vehicles equipped with 6.6L gas engines. 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.

<p>IMPORTANT</p> <ul style="list-style-type: none"> • Your vehicle is involved in GM safety recall N202325160. • Schedule an appointment with your GM dealer. • This service will be performed for you at no charge.

Why is your vehicle being recalled? In certain circumstances, anti-rotation tabs on the positive battery cable terminals may come into contact with a fuse block assembly attachment post, causing a short circuit. Clearance between the positive battery cable anti-rotation tab and the fuse attachment posts is small enough to allow contact in certain situations. Drivers may get a low battery voltage warning or experience a dead battery. A short-circuit of a positive battery cable to a fuse attachment post can cause battery drain or may lead to an underhood fire.

What will we do? Your GM dealer will inspect your vehicle and remove a portion of the anti-rotation tab on both positive battery cable terminals near the engine compartment fuse block assembly attachments. A very small percentage of vehicles may have had too much of the tab removed during prior servicing. If this is the case for your vehicle, the battery cable will be replaced. 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 50 minutes.

What should you do? You should contact your GM dealer to arrange a service appointment as soon as possible.

It is recommended that the vehicle be parked outside and not in a garage or other structure until it is repaired.

Do you have questions? If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, 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.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 21V189.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs
Vice President
Global Vehicle Safety

GM Recall N202325160