



From: [REDACTED]
Sent: Thursday, October 27, 2022 2:43 PM
To: [REDACTED]

Subject: HOT - PLEASE READ - Recall Z11 - PHEV no routine data

Attention Service Managers:

Please have a technician meeting today to discuss the importance of following all of the steps to complete Recall Z11.

Detroit is monitoring the recall and has identified a number of vehicles that the recall was not fully completed. The warranty department is going to CHARGEBACK all of these recall claims and reopen the recalls.

I will be calling you to discuss these vehicles if you are involved as these customers will need to be called and the Recall needs to be completed in its entirety ASAP.

ALL OF YOU need to make sure that all of your Technicians know that we can tell if the complete recall was done. This is a potential safety issue that puts your dealership at risk.

Just so you understand and can explain it to your technicians in more detail, this recall is really two steps.

1. First is to flash the computer. That will resolve the potential for any future issues.
2. The second part which is the battery charging and testing is done to verify that the flash worked and the battery is OK to charge and be used. Without the second part, we are not sure that the flash is working and the vehicle is safe to charge / use as designed.

Please make it a point to verbally discuss this recall with all of your personnel and make sure they do not shortcut the recall instructions in ANYWAY.

Thanks for your assistance!!!

