

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6307
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 13, 2022

Subject: Stop Delivery Order for Upcoming Safety Recall N222380030
Improper Urethane Sealing - High Voltage Battery Pack

Models: 2022-2023 GMC HUMMER EV

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2022-2023 model year GMC HUMMER EV vehicles in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these vehicles. The GM recall number is N222380030.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the defect is remedied.

The high-voltage battery pack enclosure in some of these vehicles may not have been properly sealed. If the pack enclosure is not sealed, water can enter the pack. GM is aware of three confirmed reports of this condition causing water to enter the pack. In two of the cases, the vehicles would not start. In the third case, the vehicle lost propulsion while driving. A loss of propulsion while driving can increase the risk of a crash.

GM is working to develop a remedy for this condition.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this upcoming recall. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. To identify involved vehicles in dealer used inventory, run an Open VIN Report or Field Action Initiation

Report using Field Action Reports-GFAM within the Maxis Dealer Application in GlobalConnect.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "10/13/2022" under Release Date and "Incomplete – Remedy Not Available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working to develop a remedy as quickly as possible. When a remedy is available and sufficient quantity of parts are available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE
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