



IMPORTANT SAFETY RECALL

April 2023

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 2022-2023 model year GMC HUMMER EV vehicles. 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.

IMPORTANT

- Your vehicle is involved in GM safety recall N222380031.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.
- Until the repair is completed, your vehicle can be driven and charged normally. But as a precaution, do not drive your vehicle through deep water (over 24 inches deep).

Why is your vehicle being recalled?

In some of the recalled vehicles, the high-voltage battery pack enclosure may not have been properly sealed. If the pack enclosure is not sealed, water can enter the pack. If water enters the battery pack enclosure, one or more malfunction indicator lamps may illuminate and the driver information center may display a warning message to the driver. Your vehicle may not start or could lose propulsion while driving. A loss of propulsion while driving can increase the risk of a crash.

What will we do?

Your GMC dealer will replace high-voltage battery packs. 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 for 1-2 days to complete the repair.

What should you do?

You should contact your GMC dealer to arrange a service appointment as soon as possible.

When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

Do you have questions?

If you have any questions or concerns that your preferred GMC HUMMER EV dealer is unable to resolve, please contact the EV Concierge at 1-833-HUMMER-EV (1-833-486-6373) (TTY 711 / 1-800-833-2438).

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)
GMC HUMMER EV/SUV	1-833-HUMMER-EV (1-833-486-6373)	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 22V771.

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

Regina A. Carto
Vice President
Global Product Safety and Systems

GM Recall: N222380031