



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

April 6, 2020

Ms. Regina Carto  
Executive Director - Global Safety Field Investigations & Regulatory  
General Motors LLC  
GM Global Tech Center  
29247 Louis Chevrolet Rd, Floor 2  
Warren, MI 48093

NEF-150DM  
20V-184

**Subject:** Rear Doors May Open While Driving

Dear Ms. Carto:

This letter serves to acknowledge General Motors LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CHEVROLET/BOLT EV/2019-2020

**Mfr's Report Date:** March 26, 2020

**NHTSA Campaign Number:** 20V-184

**Components:**

LATCHES/LOCKS/LINKAGES:DOORS:LATCH

**Potential Number of Units Affected:** 897

**Problem Description:**

General Motors LLC (GM) is recalling certain 2019-2020 Chevrolet Bolt EV vehicles. The door-handle cable inside the rear doors may be too long, allowing contact with the window when it is opened, possibly damaging the cable. A damaged cable may cause the rear door to open unintentionally when the rear window is opened. Additionally, it may cause the rear inside door handle to not work.

**Consequence:**

If the rear door opens while driving, or the door handle fails to open the rear door, there is an increased risk of injury to the rear passengers.

**Remedy:**

GM will notify owners, and dealers will replace the rear inside door-handle cables, free of charge. The recall is expected to begin May 11, 2020. Owners may contact Chevrolet customer service at 1-800-222-1020. GM's number for this recall is A202298320.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received General Motors' proposed owner notification letter and it has been approved.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement