



IMPORTANT SAFETY RECALL

April 2020

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 2019 – 2020 model year Chevrolet Bolt 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 A202298320.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

When the rear window in these vehicles is opened (i.e., cycled down), the window may contact and damage the cable connected to the rear door's inside handle. If, over time, that cable becomes sufficiently damaged by repeated window movement, the rear door may unintentionally open when opening the rear-door window. A damaged cable may also render the rear door's inside handle inoperable. If a rear door opens unexpectedly while driving, it could increase the risk of injury to rear-seat occupants.

What will we do?

Your GM dealer will replace the inside-door-handle cable in both rear doors. 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 one hour and 35 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. Until the repair is performed, engaging rear-door child locks will prevent the rear door from unintentionally opening if this condition exists.

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
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 20V184.

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 Combs
Vice President
Global Vehicle Safety

GM Recall A202298320