

 N202311730 - Safety Recall - High Voltage Battery May Melt or Burn - Updated FAQ's List
Updated Date: Nov 19, 2020 13:20 CT

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5576
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 19, 2020

Subject: N202311730 - Safety Recall
High Voltage Battery May Melt or Burn
Updated FAQ's List

Models: 2017-19MY Chevrolet Bolt EV

To: All General Motors Dealers

Two questions have been added to the Question and Answer Document:

Q15 I just got the interim software update for my car (MY17 or MY18 Bolt EV). After charging my vehicle, and unplugging the charger cord, I now see a message that says: 'plug-in to charge'. What's wrong with my car?

A15 As long as you see your battery has charged up to 90% state of charge, your battery is charging properly, and you may ignore the 'plug-in to charge' message. We are aware of the conflicting message generated by the interim software, and we apologize for your experience. The final software update will address the messaging concerns.

Q16 I just got the interim software update for my car (MY19 Bolt EV). My vehicle is plenty charged, but now I see a message that says: 'plug-in to charge'. What's wrong with my car?

A16 When your vehicle reaches a 75% to 90% charge level, you may see this 'plug-in to charge' message. We are aware of the conflicting message generated by the interim software, and we apologize for your experience. The final software update will address the messaging concerns.

Question and Answer Document (Q&A)

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

END OF MESSAGE
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