

Frequently Asked Questions (FAQs) for Safety Recall N202311731-02 & N212343880 High Voltage Battery May Melt or Burn

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety Recalls identified above.

Q1) Which vehicles are involved?

A1) Select 2017-2019 Chevrolet Bolt EV vehicles.

Q2) What is the issue or condition?

A2) Select 2017-2019 Chevrolet Bolt EV vehicles were built with high voltage batteries produced at LG Chem's Ochang, Korea facility that may pose a risk of fire when charged to full, or very close to full, capacity.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) The battery may emit smoke or heat, and the condition may melt or damage the battery and other vehicle components.

Q4) What is the remedy/repair?

A4) Dealers will replace defective battery modules in the recall population. Until the updated recall remedy is performed, customers should take the following interim steps:

1. Customers should, whether or not they received the current software update, return their vehicle to the 90% state of charge limitation using Hilltop Reserve mode (for 2017-2018 model years) or Target Charge Level (for 2019 model year) mode. If customers are unable to successfully make these changes, or do not feel comfortable making these changes, we are asking them to visit their dealer to have these adjustments completed.
2. Additionally, we ask that customers charge their vehicle after each use and avoid depleting their battery below approximately 70 miles of remaining range, where possible.
3. Out of an abundance of caution, customers should continue to park their vehicles outside immediately after charging and not leave their vehicles charging overnight.

Owners who have not visited their dealer to receive the original recall remedy should visit their nearest Chevrolet dealer to obtain this important software update, which includes a diagnostic check on the health of their vehicle's battery system. After obtaining the software update, customers should still take the interim steps summarized above.

Q5) What is the safety risk?

A5) If the batteries in select vehicles within this population are charged to full capacity, or very close to full capacity, the batteries may pose a risk of fire. Owners who have not visited their dealer to receive the original recall remedy should visit their nearest Chevrolet dealer to obtain this important software update, which includes a diagnostic check on the health of their vehicle's battery system. After obtaining the software update, customers should still take the interim steps summarized above.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at no cost to the customer.

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Q7) Is the remedy/repair available now?

A7) An interim remedy is available at your Chevrolet EV dealer under bulletin # N202311731-02. Owners who have not visited their dealer to receive this interim remedy should visit their nearest Chevrolet dealer to obtain this important software update, which includes a diagnostic check on the health of their vehicle's battery system. After obtaining the software update, customers should still take the interim steps summarized above.

When a final remedy is available, recall bulletin N212343880 will be revised, and dealers will begin repairing vehicles.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) Yes. Until the updated recall remedy is performed, customers should take the following interim steps:

1. Customers should, whether or not they received the current software update, return their vehicle to the 90% state of charge limitation using Hilltop Reserve mode (for 2017-2018 model years) or Target Charge Level (for 2019 model year) mode. If customers are unable to successfully make these changes, or do not feel comfortable making these changes, we are asking them to visit their dealer to have these adjustments completed.
2. Additionally, we ask that customers charge their vehicle after each use and avoid depleting their battery below approximately 70 miles of remaining range, where possible.
3. Out of an abundance of caution, customers should continue to park their vehicles outside immediately after charging and not leave their vehicles charging overnight.

Owners who have not visited their dealer to receive the original recall remedy should visit their nearest Chevrolet dealer to obtain this important software update, which includes a diagnostic check on the health of their vehicle's battery system. After obtaining the software update, customers should still take the interim steps summarized above.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail and/or email by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this safety recall.

Q11) Where should customers go to get more information on the recall?

A11) Customers should visit www.chevy.com/boltevre recall or contact the Chevrolet EV Concierge 1-833-EVCHEVY (available Monday through Friday from 8:00am – 7:00pm EST) or contact their preferred Chevrolet EV dealer.

Q12) Why aren't some 2019 and all 2020 BOLT EVs involved in this recall? Is there a different battery?

A12) These vehicles contain batteries that were produced with improved manufacturing processes.

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Q13 How long should a customer expect to wait for a replacement battery?

A13 We're working with our supplier and manufacturing teams to determine how to best expedite battery capacity for module replacement under this recall.