



Your Chevrolet Bolt EV has an important safety recall.



[FName],

We want to help protect your safety, Our records indicate that your [Year] Chevrolet Bolt EV (VIN# [SampleVIN]) is affected by GM Recall #N202311730 and your interim software update has not been completed.

Please contact your Chevrolet dealer [Dealer name] at [1-XXX-XXX-XXXX] to reprogram your vehicle's hybrid propulsion control module to limit full charge to 90 percent to avoid risk of a fire.

[SCHEDULE YOUR APPOINTMENT>](#)

WHY IS YOUR VEHICLE BEING RECALLED?

A certain number of 2017–2019 model year Chevrolet Bolt EV vehicles were built with high-voltage cells 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.

WHAT WILL WE DO?

While our investigation into this condition continues, GM has developed software that will limit vehicle charging to 90 percent of full capacity to mitigate this risk. This software is now available at your Chevrolet dealer. Your Chevrolet dealer will reprogram your vehicle's hybrid propulsion control module to limit full charge to 90 percent. 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 inspection and service correction time of approximately 25 minutes.

We are working around the clock on our continued investigation and we intend to deploy a final remedy and remove the 90 percent limitation as soon as possible after the first of the year. When that remedy is available, we will send you another letter asking you to take your vehicle to your Chevrolet dealer to have your vehicle serviced **FREE** of charge.

WHAT SHOULD YOU DO?

You should contact your Chevrolet dealer to arrange a service appointment as soon as possible. Until your vehicle's battery system has received the updated software, you should take one of the following interim steps:

- **Model Years 2017–2018 Only:** Activate the Hill Top Reserve feature in your vehicle. This feature, when activated, will limit your vehicle's battery to 90 percent of full capacity.
- **Model Year 2019 Only:** Activate the Target Charge Level feature in your vehicle and set the Target Charge Level to 90 percent.

For assistance activating either feature above, [please watch this instructional video](#).

IMPORTANT NOTE:

If you are unable or uncomfortable enabling one of the charge-limiting features described above, you should park your vehicle outside as soon as it completes a full battery charge.

QUESTIONS?

If you have questions or concerns that your dealer is unable to resolve, please contact the Bolt EV Concierge team at **1-833-EVCHEVY (1-833-382-4389)**. Hours of operation are Monday through Friday, 8:00 AM to 7:00 PM ET.

WE'RE HERE TO HELP

Your safety is very important to us. Most local dealership service centers will remain open during the developing pandemic and are available to complete your recall repair. Please check with your preferred dealer for specific service hours. **To learn more, visit gm.com/coronavirus.**

[QUESTIONS | PREGUNTAS](#)

[1-833-382-4389](tel:1-833-382-4389)

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