

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5965  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 14, 2021

Subject: Upcoming Equipment Safety Recall N212345450  
Accessory Floor Liner May Cause Unintended Acceleration

Models: 2017 – 2021 Chevrolet Bolt EV All-Weather Floor Liner

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming equipment safety recall that involves an optional accessory driver all-weather floor liner designed and intended for use in 2017 - 2021 model year Chevrolet Bolt EV vehicles. The GM recall number is N212345450.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the defect is remedied.

A defect, which relates to motor vehicle safety, exists in certain front driver all-weather floor liners sold as an optional accessory for 2017 – 2021 model year Chevrolet Bolt EV vehicles. In certain vehicles, the driver may be able to push a properly secured liner forward until it can contact or entrap the accelerator pedal when the accelerator pedal is fully depressed. If the liner contacts and entraps the accelerator pedal while driving, it can cause unintended acceleration, increasing the risk of a crash. If this occurs, the driver can apply the vehicle's service brake, which will engage the vehicle's brake-override system and stop the vehicle. The driver may notice contact between the liner and the accelerator pedal. Owners should remove the recalled liner from the vehicle until replacement parts are available and retain the recalled liner. When replacement parts are available, owners will receive a letter advising them to visit a GM dealership to swap the recalled floor liner with a replacement liner.

Replacement liners are not currently available, but when replacement liners are available, dealers are to replace the accessory floor liner in affected vehicles.

Until further instructions are received, involved liners that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, and vehicles containing recalled liners must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this upcoming recall on October 14, 2021. This action has been taken to assist dealers with determining which vehicles may have been sold recalled liners so they can properly respond to customer inquiries.

**Question and Answer Document (Q&A)**

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

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE  
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