

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5898
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 13, 2021

Subject: N212343880 / N212343881 - Safety Recall
High Voltage Battery May Melt or Burn

Models: Select 2017-19MY Chevrolet Bolt EV

To: All General Motors Dealers

General Motors wants to provide our Chevrolet EV Certified Dealers with an update regarding previously announced Bolt EV safety recall N212343880. We informed dealers of this recall on July 23rd, 2021, at which time vehicles involved in this recall were placed on stop delivery.

We have been working very diligently over the past weeks on a recall remedy plan. We are rapidly approaching the release of a final remedy bulletin N212343881. Initially, this bulletin will only be applied to a sub-set of highest priority vehicles. When the final remedy bulletin is released, we will send a Global Connect message informing dealers. We expect the final remedy bulletin to be released late this month. When the final remedy bulletin is released, the high priority sub-set of VINs will be closed in N212343880 and moved into N212343881. In addition, the status will be changed to "open" on the Investigate Vehicle History (IVH) screen in Global Warranty Management.

In the meantime, we are in the process of sending owner letters to the customers involved in this recall. PDF versions of two different owner letters are attached to this Global Connect message for your reference.

- The "Advisory" letter will be sent to all vehicle owners not initially included in the highest priority group.
- The "Remedy" letter will be sent to all vehicle owners included in the highest priority group. The "Remedy" letter informs owners they can begin contacting their Chevrolet EV Certified Dealer on or after August 23rd to begin scheduling appointments.
- **Please do not schedule any appointments earlier than the week beginning August 30th.**
- If you are a Chevrolet EV Certified Dealer, but **DO NOT** have at least one technician 100% EV trained, all necessary tools to remove/install a Bolt EV battery, and a functional level 2 fast charger, **YOU ARE NOT ELIGIBLE TO PERFORM THIS REPAIR.**

Please refer any customer that contacts you to the Chevrolet EV Concierge team at 833-EVCHEVY (833-382-4389) where we will help direct that

customer to an eligible servicing dealer. Hours of operation are Monday through Friday, 8:00 AM to 12:00 AM ET or Saturday and Sunday, 12:00 PM to 9:00 PM ET.

As battery inventories increase, additional VINs will be moved from N212343880 to N212343881 for the final remedy. We will inform dealers through Global Connect messages when additional VINs become eligible for the final repair.

The customer letters will begin mailing to owners in the United States on August 13th, 2021.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS



IMPORTANT SAFETY RECALL

August 2021

<CustomerName>
<CustomerAddress>

This notice applies to your vehicle, **VIN: <VIN>**.

Dear <CustomerName>:

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 <Year> model year <VINDivisionName> <Vehicle_Name> 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 N212343880.
- Based on manufacturing records, we have identified your vehicle battery as one built within a date range scheduled for **priority repair** under this recall.
- We have determined that the lithium ion battery modules in your vehicle should be replaced with new lithium ion battery modules.
- We are pleased to inform you we will have parts available to begin repairs by the end of August.
- **You should contact your Chevrolet EV certified dealer on or after August 23 to arrange an appointment.**
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Certain vehicles were built with high voltage cells produced at LG Chem's Ochang, Korea facility that pose a risk of fire when charged to full, or very close to full, capacity. Experts from GM and LG have identified the simultaneous presence of two manufacturing defects in the same battery cell as the root cause of these battery fires.

What will we do?

Your <DIV_DLR> dealer will replace the lithium ion battery modules in your vehicle with new lithium ion battery modules. 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 3 hours 30 minutes.

What should you do?

Until this recall repair is performed, you should take the following interim steps:

1. You should, whether or not your vehicle received the recall remedy in GM safety recall N202311731, return your 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 you are unable to successfully make these changes, or do not feel comfortable making these changes, visit your Chevrolet EV dealer to have these adjustments completed, **free of charge**.

2. Charge your vehicle more frequently and avoid depleting your battery below approximately 70 miles (113 KM) of remaining range, where possible.
3. **Continue to park your vehicle outside immediately after charging and do not leave your vehicle charging indoors overnight.**

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet EV Concierge team at 833-EVCHEVY (833-382-4389). Hours of operation are Monday through Friday, 8:00 AM to 12:00 AM ET or Saturday and Sunday, 12:00 PM to 9:00 PM ET.

If after contacting your dealer and the Chevrolet EV Concierge, 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 21V560.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

<Carto_closing>

GM Recall: N212343880



IMPORTANT SAFETY RECALL

August 2021

<CustomerName>
<CustomerAddress>

This notice applies to your vehicle, **VIN: <VIN>**.

Dear <CustomerName>:

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 <Year> model year <VINDivisionName> <Vehicle_Name> 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 a new GM safety recall N212343880.
- Previously, you were notified that your vehicle is involved in GM recall N202311731. If you have not done so, you should visit your Chevrolet EV dealer to obtain the remedy for the previous recall, which includes an important software update and diagnostic check on the health of your vehicle's battery system.
- This letter contains important interim safety precautions that should be followed until the final recall remedy for new recall number N212343880 is performed on your vehicle.

Why is your vehicle being recalled?

Certain vehicles were built with high voltage cells produced at LG Chem's Ochang, Korea facility that pose a risk of fire when charged to full, or very close to full, capacity. Experts from GM and LG have identified the simultaneous presence of two manufacturing defects in the same battery cell as the root cause of these battery fires.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your <DIV_DLR> dealer will replace the lithium ion battery modules in your vehicle with new lithium ion battery modules. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your <DIV_DLR> dealer to have your vehicle serviced. You can also check the status of this recall at:

<https://my.gm.com/recalls>.

What should you do?

While we prepare to conduct this recall, you should take the following interim steps:

1. You should, whether or not your vehicle received the recall remedy in GM safety recall N202311731, return your 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 you are unable to successfully make these changes, or do not feel comfortable making these changes, visit your Chevrolet EV dealer to have these adjustments completed, **free of charge**.

2. Charge your vehicle more frequently and avoid depleting your battery below approximately 70 miles (113 KM) of remaining range, where possible.
3. **Continue to park your vehicle outside immediately after charging and do not leave your vehicle charging indoors overnight.**

If you have not visited your dealer to receive the recall remedy in GM safety recall N202311731, you should visit your Chevrolet EV dealer to obtain this important software update, which includes a diagnostic check on the health of your vehicle's battery system. After obtaining the software update, you should still take the interim steps summarized above. When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet EV Concierge team at 833-EVCHEVY (833-382-4389). Hours of operation are Monday through Friday, 8:00 AM to 12:00 AM ET or Saturday and Sunday, 12:00 PM to 9:00 PM ET.

If after contacting your dealer and the Chevrolet EV Concierge, 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 21V560.

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GM Recall: N212343880