

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5955  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 07, 2021

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

Models: 2017-19MY Chevrolet Bolt EV

To: All General Motors Dealers

General Motors is releasing Safety Recall N212343881 today. Initially, this bulletin will only be applied to a small population of vehicles with batteries that were manufactured during specific build timeframes where GM believes battery defects appear to be clustered. Customer owned vehicles currently awaiting repair after failing either the on-board or dealer battery module diagnostics will also be eligible for repair. Please see the attached bulletin for details.

VINs being made eligible for repair will be closed in N212343880 and moved into N212343881. In addition, the field action status will be changed to "open" on the Investigate Vehicle History (IVH) screen in Global Warranty Management. All other VINs will remain in "Incomplete-Remedy Not Available" status in N212343880 and will not be eligible for the final repair until GM informs dealers at a future date.

When making customer appointments, please advise owners it not necessary to charge their high voltage battery the day before their appointment if the vehicle has sufficient charge to reach the dealership.

Until recall repairs can be completed, customers should take the following interim steps:

1. Set their vehicle to a 90 percent state of charge limitation using Hilltop Reserve mode (for 2017-2018 model years) or Target Charge Level (for 2019 model year) mode. Instructions on how to do this are available on ([chevy.com/boltevreCALL](http://chevy.com/boltevreCALL)). If customers are unable to successfully make these changes, or do not feel comfortable making these changes, GM is asking them to visit their Chevrolet EV certified dealer to have these adjustments completed.
2. Charge their vehicle more frequently and avoid depleting their battery below approximately 70 miles (113 km) of remaining range, where possible.

3. Continue to park their vehicles outside immediately after charging and not leave their vehicles charging indoors overnight.

Only Chevrolet EV certified dealers meeting all the Bolt-specific training, tools, and equipment requirements are eligible to complete recall repairs (see GCUS-9-11935 and GCUS-9-11959 for details). Part orders will be rejected until all requirements have been met. Any dealership unsure of their eligibility status should immediately review with their District Manager of Aftersales or District Service Manager.

In addition to the training and tool requirements necessary to complete the service procedures in these recalls, one of the following is required to safely and adequately unload and load battery pack crates from and to the delivery truck:

1. Stand-up, sit-down or walkie forklifts capable of lifting a minimum lifting capacity of 3,000 pounds \*
  - 60" forks (48" are acceptable for already existing forklifts; fork extensions that offer the same capacity are recommended)
  - At least one trained employee that is forklift certified in accordance with local, state, provincial, and federal regulations
  - Ample space to maneuver the forklift between service bays
2. Loading/Unloading Docks are acceptable if available
  - Pallet Jack with 3000-pound capacity or larger and 48-60" forks with a separation of 20"
  - Dock wells with grades exceeding 10% require a forklift, no pallet jacks allowed

\* Please note, future EV models, including the All Electric Silverado, will require an 8,000-pound capacity forklift with 72" forks

### **Courtesy Transportation Program**

Dealers seeking to assist Bolt owners with rental vehicles should verify with Hertz for available vehicles in support of our rates. Refer to the GM Courtesy Transportation bulletin 07-00-89-037 in GlobalConnect for details.

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

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

### **Working Capital Assistance Program (WCAP) Eligibility**

Vehicles which were in dealer inventory at the time of this bulletin release were eligible for WCA. Please refer to the attached bulletin and GlobalConnect Message GCUS-9-9188 for additional information.

**Customer Letter Mailing**

The customer letter mailing began mailing on October 06, 2021 for the highest priority group.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated October 07, 2021. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE  
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