

Rapid Retail-009580 | Nov2021 | 480px EMAIL | Nov. Bolt EV
Communication EM - 19MY | CH01

FROM: Chevrolet
SUBJECT: Important: Bolt EV information
PREHEADER: Advanced diagnostic software available.



CHEVROLET

Advanced diagnostic
software available.

CHEVROLET

[Firstname],

Thanks again for your continued patience as the team at Chevrolet works as quickly as we can to provide you with replacement battery modules for your Bolt EV. Battery replacements have begun, and we continue to work with our battery supplier to obtain more battery modules to help speed up the replacement process.

We are pleased to inform you that we have developed an advanced diagnostic software package that will remove parking and charging limitations on your **2019 vehicle** while we work on building replacement battery modules. This software will automatically limit your vehicle's maximum state of charge to 80%, which will allow you to safely resume:

- Charging indoors overnight
- Depleting your vehicle's battery below 70 miles (113 km) of range, resulting in greater overall vehicle range compared to GM's prior interim charging guidance
- Parking indoors after charging

This software also contains new diagnostics designed to detect specific abnormalities that might indicate a rare battery issue in your vehicle.

This software is now available for your 2019 vehicle.

Schedule a service appointment at your preferred Chevrolet EV dealer to have the software installed. The service should take approximately 1-3 hours to complete. Until you have the software installed, we ask that you still follow our previous guidelines, which are outlined on our website:

www.chevy.com/boltevreCALL >

This software is not the final recall remedy and you will be notified when battery modules are available for replacement.

Once again, we appreciate your patience and understanding. If you have any questions, please contact the Chevrolet EV Concierge at 1-833-EVCHEVY or your preferred Chevrolet EV dealer.

Steve Hill
Vice President, Chevrolet

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