

Rapid Retail-009089 | Sep2021 | 480px EMAIL | Sept. Bolt EV Communication EM | CH01

FROM: Chevrolet

SUBJECT: Important safety update on your EV

PREHEADER: Battery module information.





Battery module information.

CHEVROLET

[Firstname],

We are grateful for your patience as we work to advance solutions for your Chevrolet Bolt EV/EUV. Our team is diligently working on solutions to address key concerns we know you are having during this time.

Initial replacement battery modules for Bolt EVs and Bolt EUVs have begun shipping to certain Chevrolet EV dealers. If your battery was manufactured during specific build timeframes where we believe battery defects appear to be clustered, you will be among the first to be scheduled for repair. Once your replacement battery modules are available, you will receive a communication from us asking you to contact your preferred Chevrolet EV dealer to schedule a service appointment. Once service is complete, your battery will be covered by an 8-year/100,000-mile limited parts warranty.1

complete, and we will provide courtesy or rental vehicle transportation to you during the replacement procedure. Your dealer will have more details regarding transportation options. The service will be performed by Chevrolet dealer technicians who are specially trained in EV service and who have received detailed instructions on completing these hardware repairs.

We are also on track to begin roll out of a new advanced

The battery module repair will take approximately two days to

diagnostic software by mid-November. Once your software is available, you will receive a communication from us asking you to contact your preferred Chevrolet EV dealer to schedule a service appointment to have the software installed. The diagnostic will be designed to detect specific abnormalities that might indicate a damaged battery in Bolt EV and EUVs by: monitoring the battery performance; alerting customers of any anomalies; and prioritizing damaged batteries for replacement. It is our intent that further diagnostic software will allow customers to return to a 100% state of charge once all diagnostic processes are complete.

visit www.chevy.com/boltevrecall or contact the Chevrolet EV Concierge at 1-833-EVCHEVY (available Monday through Friday, from 8 a.m. – midnight ET; Saturday and Sunday, from noon – 9 p.m. ET) or contact your preferred Chevrolet EV dealer.

We sincerely appreciate your patience and loyalty as we

with an update on your vehicle. For any additional questions

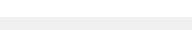
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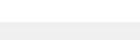
continue our journey to an all-electric future.

Vice President, Chevrolet

Steve Hill

FIND NEW ROADS CHEVROLET





Whichever comes first. See Limited Parts Warranty for details.

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