

Rapid Retail-009580 | Nov2021 | 480px EMAIL | Nov. Bolt EV Communication EM - non 19MY customers | CH02

FROM: Chevrolet

SUBJECT: Important: Bolt EV/EUV information PREHEADER: Advanced diagnostic software update.





Advanced diagnostic software update.

CHEVROLE

[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 or EUV. 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 vehicle while we work on building replacement battery modules. We will begin rolling out the software in 2019 model year vehicles, which remain our highest priority. In approximately 30 days we will expand the software to all remaining vehicles.

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

specific abnormalities that might indicate a rare battery issue in your vehicle. When you receive a second letter indicating that the software is

This software also contains new diagnostics designed to detect

appointment at your preferred Chevrolet EV dealer. Until you have this new software installed, we ask that you still follow our previous guidelines, which are outlined on our website: www.chevy.com/boltevrecall>

available for your vehicle, you should schedule a service

notified when battery modules are available for replacement. We will update you when the final recall remedy is available for your vehicle.

This software is not the final recall remedy and you will be

you have any questions, please contact the Chevrolet EV Concierge at 1-833-EVCHEVY or your preferred Chevrolet EV dealer.

Once again, we appreciate your patience and understanding. If

Vice President, Chevrolet

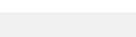
Steve Hill

Jan Him

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