

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.

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 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

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

When you receive a second letter indicating that the software is available for your vehicle, you should schedule a service 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 ›

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

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

FIND NEW ROADS™

CHEVROLET



To ensure you receive your Chevrolet emails, please add Chevrolet@delivery.Chevrolet.com to your Address Book.

The marks of General Motors, its divisions, slogans, emblems, vehicle model names, vehicle body designs and other marks appearing in this email are the trademarks and/or service marks of General Motors, its subsidiaries, affiliates or licensors.

You are receiving this email because you are a valued Chevrolet owner.

[Copyright & Trademark](#) | [GM Privacy Statement](#)

Chevrolet | 100 Renaissance Center | 482.A00.MAR | Detroit, MI 48265 | 1-800-950-2438

© 2021 General Motors. All rights reserved.

RRCH02