

Update - N212343880 / N212345940 - Safety Recall - High Voltage Battery May Melt or Burn

Updated Date: Sep 28, 2021 15:30 CT

Models: 2017-19MY Chevrolet Bolt EV
2020-22MY Chevrolet Bolt EV
2022MY Chevrolet Bolt EUV

To: All General Motors Dealers

General Motors is providing our Chevrolet EV Certified Dealers with an update regarding previously announced Bolt EV/EUV safety recalls N212343880 and N212345940.

We have been working very diligently on a recall remedy plan and are rapidly approaching the release of our final remedy bulletins (N212343881 and N212345941). Initially, these bulletins will only be applied to a small subset of highest priority vehicles. Customer owned vehicles currently awaiting repair after failing either the on-board or dealer battery module diagnostics will also be eligible for repair when these final remedy bulletins are released.

Upon bulletin release, the high priority subset of VINs will be closed in N212343880 (17-19MY) and N212345940 (20-22MY) and moved into N212343881 and N212345941, respectively. 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 (17-19MY) and N212345940 (20-22MY) and will not be eligible for the final remedy until GM informs dealers at a future date. We expect the final remedy bulletins to be released mid-October or sooner.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the defect is remedied.

IMPORTANT

Only Chevrolet EV certified dealers meeting all the Bolt-specific training, tools, and equipment requirements are eligible to complete recall repairs (see attachments). 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.

1. For assistance with required tools or equipment, please contact:

- Special Service Tools: 800-GM-TOOLS
- GM Dealer Equipment: 844-742-8471

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.

To assist dealers in the United States and Canada with an offset to the financial impacts related to throughput, technician efficiency, battery handling and storage, BDC, tools and equipment (including forklifts) associated with this recall, dealers will be paid an additional \$600 allowance

with each warranty claim submitted and approved. Therefore, the total net item allowance per claim will be \$1,140.

Until the final recall remedy is performed, customers should take the following interim steps:

1. Customers should set their vehicle's high-voltage battery system to a 90% state of charge limitation using either "Hilltop Reserve" (for 2017-18 MY vehicles) or "Target Charge Level" mode (for 2019-22 MY vehicles). If customers are unable to successfully make these changes, or do not feel comfortable making these changes, customers should visit their dealer to have these adjustments completed.
2. Additionally, we ask that customers charge their vehicle more frequently and avoid depleting their battery below approximately 70 miles (113 KM) of remaining range, where possible.
3. Out of an abundance of caution, customers should continue to park their vehicles outside immediately after charging and not leave their vehicles charging indoors overnight.

Warranty Administration

If you are not a Bolt EV certified dealer or are ineligible to perform the recall repair, the nearest EV certified dealer can be located by:

1. Visiting <https://www.chevrolet.com/electric/bolt-euv>

- Click on the three bars on the upper right-hand of the homepage
- Under Support, click on "Find A Dealer"

< OR >

2. Contacting the Dealer Business Center, available through Support/Chat in GlobalConnect or by phone (888) 414-6322

Courtesy Transportation Program

Dealers seeking to assist Bolt owners, or any other courtesy transportation eligible repair, 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.

Until further instructions are received, involved vehicles in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) have been de-certified.