

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5910
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 20, 2021

Subject: N212345940 - Safety Recall
High Voltage Battery May Melt or Burn

Models: Select 2020-22MY Chevrolet Bolt EV
2022 Chevrolet Bolt EUV

To: All General Motors Dealers

Effective immediately, stop the delivery of certain 2020-22MY Chevrolet Bolt EV and Bolt EUV vehicles in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these vehicles. The GM recall number is N212345940.

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.

General Motors has decided that a defect which relates to motor vehicle safety exists in 2020-22 model year Chevrolet Bolt EV and 2022 model year Chevrolet Bolt EUV vehicles. The high voltage batteries in some vehicles may pose a risk of fire when charged to full, or very close to full, capacity.

To correct this condition the remedy will be the replacement of defective battery modules in the recall population. Until the updated 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 Target Charge Level mode. 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.

Until further instructions are received, involved vehicles that are 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) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this recall on August 23, 2021. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

IMPORTANT

- The recall bulletin attached to this message contains an **INTERIM** service procedure that **WILL NOT** close the recall.
- The status of the recall will remain "Incomplete, Remedy Not Available" in the Investigate Vehicle History (IVH) in Global Warranty Management **even after the completion of the interim service procedure.**
- The interim service procedure involves manually updating the maximum state of charge of the battery pack by adjusting "Target Charge Level" to 90%.
- The recall bulletin will be visible in the SI system on August 24, 2021
- Only Chevrolet EV certified dealers are able to complete this interim service procedure.
- If you are not an EV certified dealer and need to know where the closest EV certified dealer is located, please contact the Dealer Business Center.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the 13 most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated August 23, 2021. When IVH is updated, all vehicles will have a status of "Incomplete-Remedy Not Available". A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

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