

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6014

URGENT - DISTRIBUTE IMMEDIATELY

Date: December 21, 2021

Subject: Bolt EV/EUV Parking Update Cling Sticker

Models: 2017-2022 Bolt EV and Bolt EUV Vehicles

To: All General Motors Chevrolet Dealers

As battery module replacements continue and advanced diagnostics software is now available for all Bolt EV/EUV owners, Chevrolet has created a "Chevrolet Certified" window cling for owners who have either had their battery modules replaced or the latest advanced diagnostics software installed in their vehicles. These clings feature a QR code that parking lot attendants and garage owners can scan to confirm that the particular Bolt EV/EUV has been serviced. Clings should be provided directly to the owner to be used at their discretion. If the owner requests the dealership to apply the cling to their vehicle, it should be put in an area of the windshield visible from the outside but not obstructing the driver's view.

GM decided to make this cling available as the result of direct feedback from our owners. These clings should be made available **ONLY** to owners who have completed either the Advanced Diagnostic Software updates outlined in recall bulletins N212343883 (17-19MY) / N212345940 (20-22MY) or the battery module replacements outlined in recall bulletins N212343881 (17-19MY) / N212345941 (20-22MY).

These clings are being shipped to your dealership based on the volume of VINS currently estimated to be repaired at your location. We expect the clings begin arriving at dealers in early January 2022. If you run out and need to order more, you will be able to do so through the GM 1Store in Global Connect. Go to the 1Store and search for "Bolt Update Label". When dealers order a quantity of one (1) through the 1Store, they will receive a sheet that contains eight (8) window clings.

If you have customers that have already completed either the battery module replacement or the advanced diagnostic software, we recommend contacting the owner and, if the cling is requested, mail directly to their address of choice.

A list of Frequently Asked Questions is attached to this message to assist dealers in answering customer questions regarding the cling.

Thank you for your continued commitment to keeping our customers at the center and appreciate your continued patience.

FAQs:

Q: Why was it necessary to provide something like this to owners?

A: There has been on-going confusion around Bolt EVs and EUVs and parking garages or parking lots. Some garages and parking lots had inappropriately denied access to Bolt EVs and EUVs without consideration of whether or not the owners were following GM's published charging guidelines. Having heard from owners that this was happening, we decided to provide a visible indication that customers have had their hardware replacement performed or had the interim software remedy performed, either of which lifts GM's previous charging and parking guidance.

Q: You indicated the window cling has a QR code. Where does that direct to and what information is provided when the QR code is scanned?

A: The user will be directed to a special website that will feature the following text:
Certification confirming vehicle has had recommended battery software update or defective battery module replacement performed at a Chevrolet Dealership. The certified battery update removes charging and parking limitations.
For additional information please visit: www.chevy.com/boltevreCALL.

Q: How can owners obtain a window cling if they have completed their battery module replacement or received the latest software update?

A: Owners who have already completed their battery module replacements or received the latest advanced diagnostics software update can request a window cling from the Chevrolet dealer which completed their battery or software update. Going forward, dealers will provide a window cling to owners once they have completed either the module replacements or software update.