

This is a representative letter. Customer letters are personalized and list specific model, model year and VIN.



IMPORTANT SAFETY RECALL

January 2023

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2017-2020 model year Chevrolet Bolt EV vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N222383791.

Why is your vehicle being recalled?

In certain crashes that cause the front seatbelt pretensioners to deploy, the exhaust from the deployed pretensioner may ignite fibers in the floor carpet near the B-pillar. Following a crash that causes the seatbelt pretensioner to deploy, a fire may develop in the area near the B-pillar, which may increase the risk of injury.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your GM dealer will install metal foil at the carpet near the pretensioner exhaust. Certain vehicles will also need a pretensioner cover installed. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your GM dealer to have your vehicle serviced. You can also check the status of this recall at: <https://my.gm.com/recalls>.

Do you have questions?

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet Bolt EV/EUV	1-833-EVCHEVY (1-833-382-4389)	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 22V930.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina Carto
Vice President
Global Vehicle Safety and Systems

GM Recall: N222383791