

## **Frequently Asked Questions (FAQs) for Safety Recall N232407300 Open Ground May Not Be Detected**

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety Recall identified above.

**Q1) Which vehicles are involved?**

**A1)** General Motors has decided that a defect which relates to motor vehicle safety may exist in certain Webasto high-voltage portable charging cords provided with certain 2022 – 2023 model year Chevrolet Bolt EUV vehicles.

**Q2) What is the issue or condition?**

**A2)** These charging cords contain incorrect software and may fail to discontinue charging if the ground connection is lost.

**Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?**

**A3)** None.

**Q4) What is the remedy/repair?**

**A4)** Dealers will inspect the portable charging cord and replace if necessary.

**Q5) What is the safety risk? Is the vehicle safe to drive?**

**A5)** Someone charging the vehicle with the portable charging cord may be exposed to an unprotected high voltage if the cordset loses its ground connection while in use, increasing the risk of a very brief electrical shock.

**Q6) Does the customer have to pay for this remedy/repair?**

**A6)** No, this inspection/repair will be done at **no cost** to the customer.

**Q7) Is the remedy/repair available now?**

**A7)** This bulletin contains an inspection procedure until remedy parts become available. It is estimated that a very small percentage of the involved vehicles will fail the inspection and require part replacement. Vehicles that are in Dealer Inventory that Do Not Pass the inspection procedure **MUST** be held and **NOT SOLD** or Delivered until remedy parts are available (use “Inspection Only – Vehicle **Did Not Pass** Inspection and Will Require Repair – claim submission will not close field action” labor code 9106966. Vehicles that pass this inspection procedure should be closed using the “Inspect Only – Vehicle Passed Inspection (No Further Action Required)” labor code 9106965.

**Q8) What should customers do until recall repairs can be completed? Are there any special instructions?**

**A8)** If special instructions are provided, they will be included in the notification letters to customers.

**Q9) How can customers check to see if their vehicle is involved in this field action?**

**A9)** Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA’s website at <https://vinrcl.safercar.gov/vin/>.

**Q10) If customers are concerned, can they get a rental car or courtesy transportation?**

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- A10)** Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.