

@automobilemag @AAAnews

@chevrolet (1/3) This happened 2 weeks ago to my parked 18 month 2019 Bolt. Smoke started @ rear of car while parked...



Yesterday at 1:30 AM 9 tags

@chevrolet
Amanda Mac

Replying To [REDACTED]

This post was deleted.

Yesterday at 10:22 AM 2 tags

@chevrolet
Amanda Mac

Replying To [REDACTED]

This is truly not the experience we like our customers to have. Please know your safety is our top priority and we would like to learn more about your situation. When you have a moment, please send us DM with additional details. We hope to hear from you again soon.

Yesterday at 10:24 AM 2 tags

@chevrolet **Private** Thank you for responding back. Here are the details. On July 4, 2020 around 7pm, my husband and I drove our fully charged, 18 month old 2019 Chevy Bolt car to my parent's house. A 12 mile ride. We arrived around 7:30pm, parked it and turned it off. 20 mins later a neighbor rang the doorbell because there was 20 foot high (and growing) heavy white/gray smoke cloud coming out the back of the car. I called 911 and my husband called our insurance. The firefighters doused the car with water for an hour after smashing the rear window to get access to the smoking area. The firefighters left to refuel and told me to call again if it started smoking again. Sure enough, less than an hour later I called 911 again b/c the smoke restarted. The smoldering was so hot it partly burned the backseat. Once the car was cool enough it was towed to the Koons Tysons dealership where it was originally purchased. I called Onstar at this point and they said they couldn't do anything because the car was already towed. There at the dealership it began to slowly smoke again also on the back where the backseat was previously located. I called 911 again and firefighters from a different station arrived (along with police as they do). These firefighters thought the smoke was leftover smoke from before and told us to go home. But, minutes later as they were leaving and in the police officer's presence, the same heavy white/gray smoke came out fast from underneath the front passenger side. I flagged the firefighters to turn around and they doused the car with water again. At this point it was around midnight. We went home and I drove back to the dealership at 3am to make sure the smoke hadn't started again and caused even more damage (the tow truck had parked it next to new cars).

3 spontaneous combustions in 4 hours; door camera videos at my parents' didn't pick up movement between our arrival and the neighbor ringing the doorbell; Onstar diagnostics reports don't show anything electrically wrong with the car; no alterations had been made to it; and the dashboard didn't show any warnings during that one last trip. Based on the above, I believe the problem was a high voltage battery runaway thermal event.

Between midnight and 3 am I made several attempts to contact Chevy, the dealership, etc. I got a hold of someone from the dealership via iMessage and I told them what happened. I could not get a hold of anyone at Chevrolet itself. I tried your online iMessage platform but got what looked to be a robot menu of a response. I called your warranty phone number but the call dropped after a phone tree. I can send you all my call logs. The next day I called the dealership and they told me that if the cause is under warranty, that the warranty would pay. I tried to get help from them during the week but they said they would not be able to give me any updates and to call my insurance. I was under the impression that the dealership would help me through this process and with the warranty.

Was a field product report even filed with GM? Around July 9th we got word that the insurance declared it a loss. We told our insurance to not close the claim because the car is still under warranty. We have not taken any