

# Product Safety Recall

## N202311730 High Voltage Battery May Melt or Burn



Release Date: November 2020

Revision: 00

**Attention:** 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 under a sale or lease until the defect or noncompliance is remedied.

The service procedure in this bulletin is an INTERIM repair. When a final repair is made available, this bulletin will be revised, and dealers will be notified. This interim repair reduces the maximum state of charge of the battery pack to 90% and mitigates the risk of the condition described below to occur. After the successful completion of the interim repair in this bulletin, the status of the recall will remain "Open" in the Investigate Vehicle History (IVH) in Global Warranty Management. The recall will remain in "Open" status until the final service procedure is made available and successfully completed by the dealer.

**All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes even after the interim repair in this bulletin is completed.**

| Make      | Model   | Model Year |      | RPO | Description |
|-----------|---------|------------|------|-----|-------------|
|           |         | From       | To   |     |             |
| Chevrolet | Bolt EV | 2017       | 2019 |     |             |

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

|                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Condition</b>  | General Motors has decided that a defect which relates to motor vehicle safety exists in select 2017-2019 model year Chevrolet Bolt EV vehicles. A select number of these vehicles were built with high voltage batteries produced at LG Chem's Ochang, Korea facility that may pose a risk of fire when charged to full, or very close to full, capacity. While our investigation into this condition continues, GM has developed software that will limit vehicle charging to 90% of full capacity to mitigate this risk. |
| <b>Correction</b> | As an interim remedy, dealers will reprogram the hybrid propulsion control module 2 (HPCM2) to limit full charge to 90%.                                                                                                                                                                                                                                                                                                                                                                                                    |

### Parts

No parts are required for this repair.

### Warranty Information

| Labor Operation | Description                                                                                                 | Labor Time | Trans. Type | Net Item |
|-----------------|-------------------------------------------------------------------------------------------------------------|------------|-------------|----------|
| 9105274**       | Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration | 0.2        | ZFAT        | *        |
| 9105275**       | Hybrid Powertrain Control Module 2 Reprogramming with SPS                                                   | 0.4        |             |          |

**Important:** \* GM will provide reimbursement to the dealership for providing the service of picking up and returning a customer's vehicle while the interim repair for this safety recall is completed. It must be noted on the job card that this service was provided. Reimbursement is limited to \$7.50 each way (\$15 maximum per job card), and is to be submitted in the Net/Shuttle field of the Field Action transaction.

**Important:** \*\* To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The Warranty Claim Code must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "Warranty Claim Code field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS/SPS2.

### Warranty Claim Code Information Retrieval

If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TLC/TIS on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
3. Select Settings.
4. Select the Warranty Claim Code tab.

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The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

### Service Procedure

**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

**Note:** Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicle battery such as: interior lights, exterior lights (including daytime running lights) HVAC etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

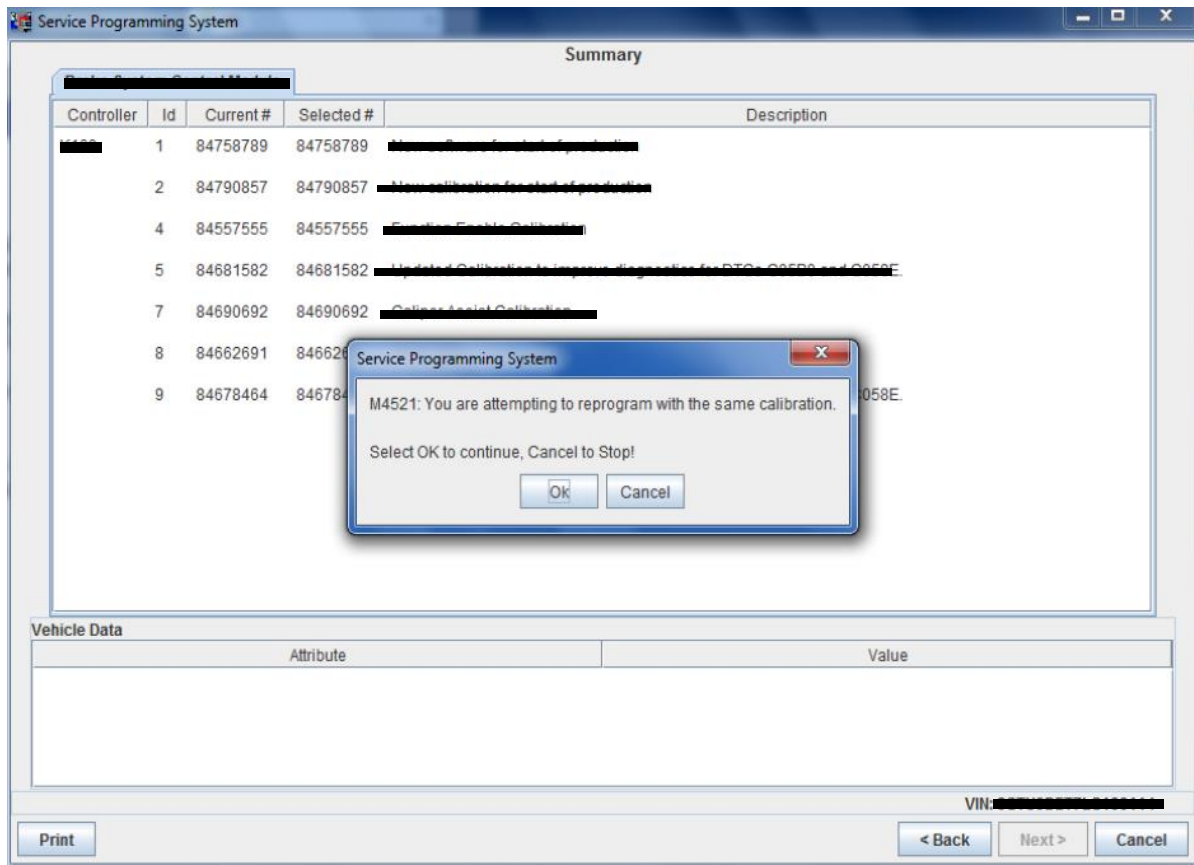
The screenshot shows the Techline Connect software interface. At the top, there's a header with the GM logo, 'Techline Connect Version: 1.6.0 Validation', and various status icons. Below the header is a navigation bar with tabs for DASHBOARD, GDS2, SI, and SPS2. The SPS2 tab is active. A modal dialog box is open in the center, displaying the message: 'M4521: You are attempting to reprogram with the same calibration. Select OK to continue, Cancel to Stop!'. The dialog has 'OK' and 'Cancel' buttons. In the background, a table titled 'Programming' is visible, showing columns for Controller, ID, Current #, and Description. The table contains several rows of data, including IDs like 84820771, 84820790, 84820797, 84820801, 84820808, 84820819, and 84820825. At the bottom of the interface, there are buttons for Print, Save to PDF, ECU Data, Back, Start Programming, and Cancel. A VIN field is also visible at the bottom right.

| Controller | ID | Current # | Description |
|------------|----|-----------|-------------|
| K17        | 1  | 84820771  |             |
| K17        | 2  | 84820790  |             |
| K17        | 3  | 84820797  |             |
| K17        | 4  | 84820801  |             |
| K17        | 5  | 84820808  |             |
| K17        | 6  | 84820819  |             |
| K17        | 7  | 84820825  |             |

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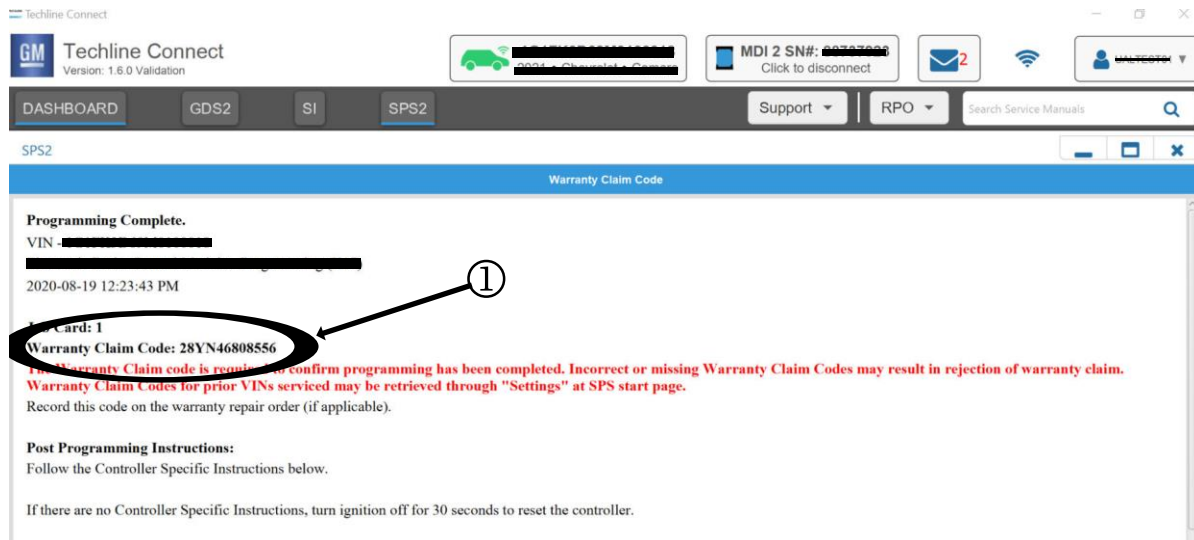
**Important:** Techline Connect and TIS2WEB screens shown above.

**Important:** If the same calibration/software warning is noted on the TLC or SPS Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

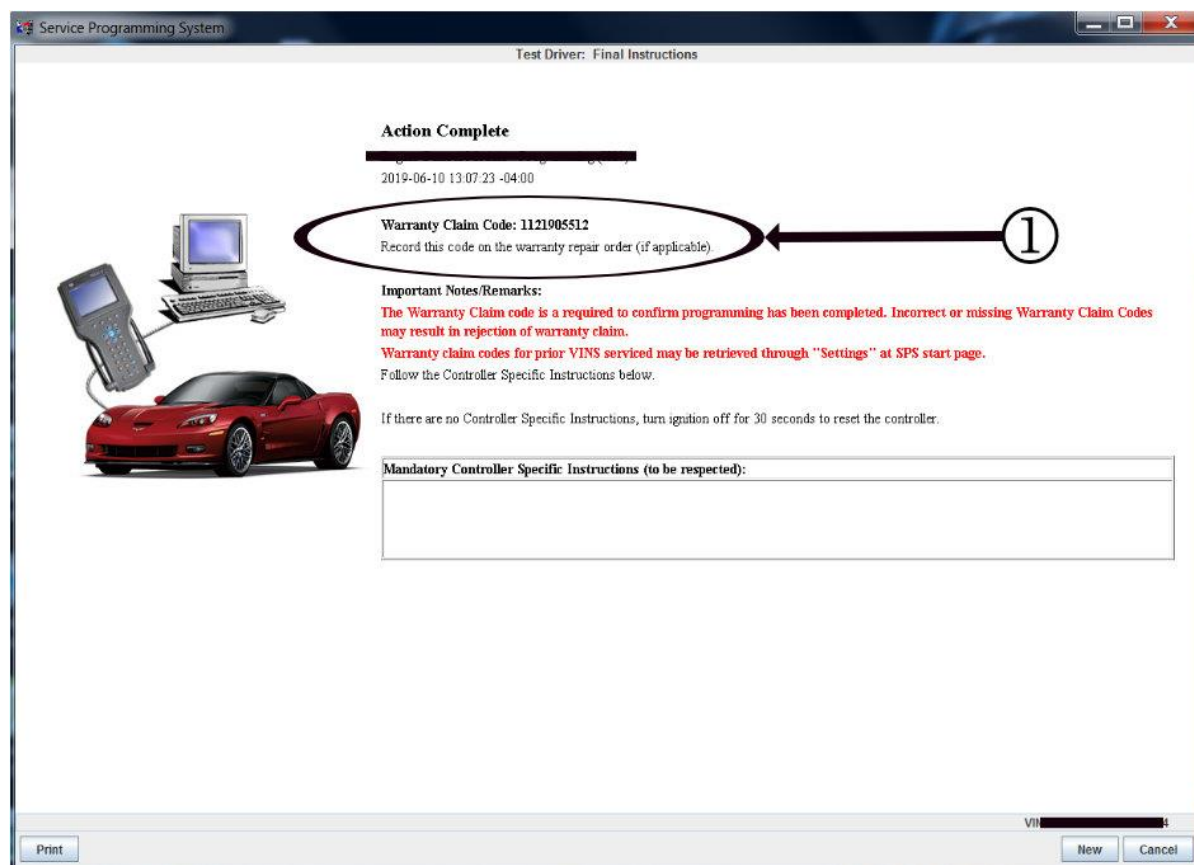
1. Reprogram the K114B Hybrid/EV Powertrain Control Module 2. Refer to *K114B Hybrid/EV Powertrain Control Module 2: Programming and Setup* in SI.

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**Note:** The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

**Important:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

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2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

### **Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)**

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### **Dealer Responsibility – All**

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must continue to be held following the successful completion of the interim service procedure in this bulletin. A final repair is not available at this time. When a final repair is available, the service procedure in this bulletin will be revised and dealers will be notified. Until a final repair is available and completed by the dealer, involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held until a FINAL service procedure is available and completed. The interim remedy in this bulletin DOES NOT allow the vehicle to be sold or re-certified.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program interim correction has been made. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program interim correction as set forth in this bulletin prior to releasing the vehicle.

### **Dealer Reports**

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

### **Courtesy Transportation – For USA & Canada**

Courtesy transportation is available for customers whose vehicles are involved in this safety recall.

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#### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**



# IMPORTANT SAFETY RECALL

November 2020

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 2017-2019 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 recall N202311730.
- Beginning on November 17, 2020, please schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.
- **This letter also contains important interim charging instructions for your vehicle. Please review these instructions before charging your vehicle.**

**Why is your vehicle being recalled?**

A certain number of these vehicles were built with high voltage cells produced at LG Chem's Ochang, Korea facility that may pose a risk of fire when charged to full, or very close to full, capacity.

**What will we do?**

While our investigation into this condition continues, GM has developed software that will limit vehicle charging to 90% of full capacity to mitigate this risk. This software will be available at your <DIV\_DLR> dealer on November 17, 2020. Your <DIV\_DLR> dealer will reprogram your vehicle's hybrid propulsion control module to limit full charge to 90%. This service will be performed for you at no charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 25 minutes.

We are working around the clock on our continued investigation and we intend to deploy a final remedy and remove the 90% limitation as soon as possible after the first of the year. When that remedy is available, we will send you another letter asking you to take your vehicle to your <DIV\_DLR> dealer to have your vehicle serviced, free of charge.

**What should you do?**

Beginning on November 17, 2020, you should contact your Chevrolet dealer to arrange a service appointment as soon as possible. Until your vehicle's battery system has received the updated software, you should take one of the following interim steps:

**(Model Years 2017-18 Only):** Activate the Hill Top Reserve feature in your vehicle. This feature, when activated, will limit your vehicle's battery to 90% of full capacity. For assistance activating this feature, please watch the instructional video at [www.chevy.com/boltevre recall](http://www.chevy.com/boltevre recall).

**(Model Year 2019 Only):** Activate the Target Charge Level feature in your vehicle, and set the target-charge level to 90%. For assistance activating this feature, please watch the instructional video at [www.chevy.com/boltevre recall](http://www.chevy.com/boltevre recall).

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**(All Model Years):** If you are unable or uncomfortable enabling one of the above described charge-limiting features in your vehicle, you should park your vehicle outside as soon as your vehicle completes a full battery charge.

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the Bolt EV Concierge team at 833-EVCHEVY (833-382-4389). Hours of operation are Monday through Friday, 8:00 AM to 7:00 PM ET.

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.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 20V701.

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

Maryann L. Combs  
Vice President  
Global Vehicle Safety

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