

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5572
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 17, 2020

Subject: N202311730 - Safety Recall
High Voltage Battery May Melt or Burn

Models: 2017-19MY Chevrolet Bolt EV

To: All General Motors Dealers

General Motors is releasing Safety Recall N202311730 today. The total number of U.S. vehicles involved is approximately 50,925. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery November 13, 2020. 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.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the fourteen most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Customer Letter Mailing

The customer letter mailing will begin on November 20, 2020.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated November 18, 2020 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

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