

Frequently Asked Questions (FAQs) for Safety Recall N202311730 High Voltage Battery May Melt or Burn

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) 2017-2019 model year Chevrolet Bolt EV.

Q2) What is the issue or condition?

A2) Select 2017-2019 model year Chevrolet Bolt EV 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.

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

A3) The battery may emit smoke or heat, and the condition may melt or damage the battery and other vehicle components.

Q4) What is the remedy/repair?

A4) As an interim remedy, dealers will reprogram the hybrid propulsion control module 2 (HPCM2) to limit full charge to 90%.

Q5) What is the safety risk?

A5) If the batteries in select vehicles within this population are charged to full capacity, or very close to full capacity, the batteries may pose a risk of fire. Based on our investigation to date and available data from verified incidents, we believe reducing the state of charge to 90% will provide a safety margin and mitigate the risks of further incidents.

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) An interim remedy is available at your Chevrolet EV dealer, beginning on Tuesday, November 17, 2020. Our engineers are working around the clock to identify a permanent fix and we expect to have the permanent fix available after the first of the year, 2021.

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

A8) Yes. We recommend customers enable either "Hilltop Reserve" (for 2017-2018 model year vehicles) or "Target Charge Level" (for 2019 model year vehicles) using their vehicle's infotainment centre. These two features will limit the vehicle's state of charge to 90% until the software update is available. If customers are unable to successfully make these changes, or do not feel comfortable making these changes, we are asking them to not park their car in their garage or carport until after they have visited their dealer. There is an explainer video to help instruct customers posted on www.chevrolet.ca/boltevre recall or www.chevrolet.ca/rappelbolteve.

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 at the GM Recall Centre gmrecallcentre.ca.

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

A10) Courtesy transportation is available for customers whose vehicles are involved in this safety recall.

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Q11) Where should customers go to get more information on the recall?

A11) Customers should visit:

www.chevrolet.ca/boltevre recall or www.chevrolet.ca/rappelboltev

Or contact the Customer Care Centre at:

1-800-263-3777 (English) or 1-800-263-7854 (French)

Available Monday through Friday from 8:00am – 9:00pm EST

Saturdays 8:00am – 5:00pm EST

Or contact their preferred Chevrolet EV dealer.

Q12) Why aren't some 2019 and all 2020 BOLT EVs involved in this recall? Is there a different battery?

A12) Select vehicles in the 2019 model year were built using battery cells produced at LG Chem's Ochang, Korea, facility, which is where we believe the issue developed. The verified incidents investigated thus far had batteries produced at this facility. Additionally, the 2020 Bolt EV uses a different cell design than the vehicles affected by this recall.

Q13) How long will it take for GM to issue a permanent fix to the issue?

A13) Our engineers are working around the clock to identify a permanent fix and we expect to have the permanent fix available after the first of the year, 2021.

Q14) Once GM has a permanent repair will they return the vehicle's maximum state of charge capabilities back to what it was prior to this recall?

A14) We're continuing to investigate the root cause and our intention is to remove the 90% charge limit once the investigation has been completed and defective battery packs have been identified and replaced or repaired.