



# IMPORTANT SAFETY RECALL

July 2018

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 certain 2013 model year Chevrolet Volt vehicles that received a software update in a service procedure performed by a dealer. 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 18215.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

An error in a software update that your vehicle received may prevent the battery from balancing the voltage among individual battery cells, which under certain circumstances can result in a low-voltage condition in one or more battery cells. If the voltage of a given battery cell falls below a certain level, the vehicle may enter a reduced power mode and notify the driver that propulsion power is reduced. If the vehicle continues to be driven after the vehicle enters reduced propulsion power mode, the vehicle may lose propulsion power completely, increasing the risk of injury in a crash.

In reduced power mode, the vehicle operates with lower speed and acceleration than normal. Stop the vehicle in a safe place as soon as possible and call OnStar or Roadside Assistance to request a tow. Do not continue to drive the vehicle for longer than necessary.

If propulsion power is completely lost, the vehicle will not accelerate and will coast to a stop. If this occurs, bring the vehicle to a stop in a safe place and call OnStar or Roadside Assistance to request a tow. Other vehicle systems will continue to be active, including power steering, power brakes and airbags.

### What will we do?

Your Chevrolet dealer will reprogram the HPCM2 (Hybrid Powertrain Control Module 2). 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 service correction time of approximately 35 minutes.

**What should you do?**

You should contact your Chevrolet dealer to arrange a service appointment as soon as possible.

California Residents: The state of California requires the completion of recalls on emission related parts prior to vehicle registration renewal. In addition, the state requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **no-charge** recall, your vehicle may be more likely to fail this test. At the time of the recall completion, your dealer will issue you a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your registration as proof of recall completion.

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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 18V397.

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 Combs  
Vice President  
Global Vehicle Safety