

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5365
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 26, 2019

Subject: Stop Delivery Order for Upcoming Safety Recall A202298320
Rear Door May Open Unexpectedly

Models: 2019-2020 Chevrolet Bolt EV

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2019-2020 model year Chevrolet Bolt EV vehicles in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these vehicles. The GM recall number is A202298390.

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 until the defect is remedied.

When the rear window in these vehicles is opened (i.e., cycled down), the window may contact and damage the cable connected to the rear door's inside handle. If, over time, that cable becomes sufficiently damaged by repeated window movement, the rear door may unintentionally open when opening the rear-door window. A damaged cable may also render the rear door's inside handle inoperable. If a rear door opens unexpectedly while driving, it could increase the risk of injury to rear-seat occupants.

To correct this condition, dealers will replace the inside-door-handle cable in both rear doors.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on March 26, 2019. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. A file identifying involved vehicles in dealer used inventory will be published in GM GlobalConnect, under the Service tab in Field Action Inventory Reports.

Question and Answer Document (Q&A)

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

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity of parts is available, the recall bulletin will be released, and dealers can begin repairing vehicles.

END OF MESSAGE
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