

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5378  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 20, 2020

Subject: A202298320 01- Safety Recall  
Rear Door May Open Unexpectedly  
Customer Letter Added

Models: 2019-2020 Chevrolet Bolt EV

To: All General Motors Dealers

This bulletin has been updated to include the customer letter. Please discard all previous copies of A202298320.

**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.

**Customer Letter Mailing**

The customer letter mailing began on April 17,2020 and is now complete.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS