

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5368
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 30, 2020
Subject: A202298320 - Safety Recall
Rear Door May Open Unexpectedly
Models: 2019-2020 Chevrolet Bolt EV
To: All General Motors Dealers

General Motors is releasing Safety Recall A202298320 today. The total number of U.S. vehicles involved is approximately 897. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery March 26, 2020. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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 will begin in the near future.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated March 30, 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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