

N202311730 Dealer Update – Safety Recall, High Voltage Battery May Melt or Burn (post card message)

Updated Date: May 06, 2021 12:35 CT

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5787
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 6, 2021

Subject: N202311730 Dealer Update – Safety Recall, High Voltage Battery May Melt or Burn

Models: 2017-19MY Chevrolet Bolt EV

To: All General Motors Dealers

We wanted to let our EV certified dealers know that owner postcards were recently mailed to Bolt EV owners reminding them to get Safety Recall N202311730 completed on their vehicles. The arrival of the postcard may lead an owner of a 2017/18MY Bolt EV to incorrectly believe the final remedy is available for their vehicles. As we have previously communicated in Global Connect message GCUS-3-2162, the final remedy for the 2017/18MY vehicles is not available now.

If you are contacted by a 17-18MY owner who received a postcard, please remind them the final remedy is not yet available for their vehicle. General Motors will have the 2017-18 model year final remedy available for dealers and customers by the end of May.

We apologize for any confusion this has caused.

END OF MESSAGE

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