

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5878
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 23, 2021

Subject: REVISION – N202311731-02 – Safety Recall
High Voltage Battery May Melt or Burn
Revised Service Procedure and Attention box

Models: Select 2017-2019 model year Chevrolet Bolt EV

To: All General Motors Dealers

This bulletin has been revised to add additional important steps to the service procedure requiring dealers to manually update the maximum state of charge of the battery pack by enabling “Hill Top Reserve” on 2017-18MY vehicles or adjusting “Target Charge Level” to 90% on 2019MY vehicles. Both of these are completed using the energy settings on the vehicle’s infotainment screen. In addition, the labor codes have been changed and labor times adjusted to reflect the additional state of charge setting requirements. Please discard all previous copies of bulletin N202311731.

This is a companion bulletin to N212343880. The final remedy for this condition will be communicated as part of N212343880.

- If the vehicle is OPEN in IVH for N202311731, the updated service procedure described in that bulletin, including the replacement of the battery if it fails diagnostics and the manual setting of the vehicle’s state of charge, must be performed as an interim remedy.
- If the vehicle is CLOSED in IVH for N202311731 (it has received the updated software **only**), the manual interim procedure of limiting the battery state of charge to 90% must be completed under N212343880.
- **NOTE: Duplicate claim submissions for state of charge reduction will reject.**

Only EV certified dealers are able to complete this Safety Recall. If you are not an EV certified dealer and need to know where the closest EV certified dealer is located, please contact the Dealer Business Center.

Question and Answer Document (Q&A)

Attached to this message you will find a revised document that addresses the 13 most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

END OF MESSAGE
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