

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5570
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 13, 2020

Subject: Stop Delivery Order for Upcoming Safety Recall N202311730

Models: 2017-19MY Chevrolet Bolt EV

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of select 2017-2019 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 N202311730.

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.

General Motors has decided that a defect which relates to motor vehicle safety exists in select 2017-2019 model year Chevrolet Bolt EV vehicles. A select number of these vehicles were built with high voltage batteries produced at LG Chem's Ochang, Korea facility that may pose a risk of fire when charged to full, or very close to full, capacity.

As an interim remedy, dealers will reprogram the hybrid propulsion control module 2 (HPCM2) to limit full charge to 90%. GM expects this software to be available at GM dealers on November 17, 2020. Until this interim remedy is completed, customers should enable either "Hilltop Reserve" (for 2017-2018 model year vehicles) or "Target Charge Level" (for 2019 model year vehicles) using their vehicle's infotainment center. These two features will limit the vehicle's state of charge to 90% until the HPCM2 software recalibration is applied. If customers are unable to successfully make these changes, or do not feel comfortable making these changes, they will be advised to not park their car in their garage or carport until after they have visited their dealer.

Until further instructions are received, involved vehicles 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 by November 13, 2020. 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.

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.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the fourteen 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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