

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5778
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 29, 2021

Subject: REVISION – N202311730-01 – Safety Recall
High Voltage Battery May Melt or Burn
Revised vehicle table and Attention box

Models: 2017-2018 model year Chevrolet Bolt EV

To: All General Motors Dealers

This bulletin has been revised to update the vehicle table and the Attention box. Please discard all previous copies of bulletin N202311730.

General Motors is revising Safety Recall N202311730 today. This Safety Recall was originally released to dealers on November 17, 2020. N202311730-01 has been revised because all 2019 model year VINs originally in this bulletin have now been moved into bulletin N202311731 (which contains the final remedy). The release of N202311731 was announced earlier today and references the final remedy for **2019 MODEL YEAR VEHICLES ONLY**.

N202311730-01 now only contains 2017-2018 MODEL YEAR VINs.

The final remedy is not yet available for 2017-2018 model year vehicles. General Motors will have the 2017-2018 model year final remedy available for dealers and customers by the end of May. General Motors will send a future communication advising dealers when the final remedy for 2017-2018 model year vehicles becomes available.

Sometime after 3pm (EDT) today, Chevrolet will be communicating the availability of the 19 model year final remedy as well as the outlook for the 2017-2018 model year via Owner Center updates as well as a direct owner email communication.

Question and Answer Document (Q&A)

Attached to this message you will find a revised document that addresses the 17 most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated April 30, 2021 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.

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.

END OF MESSAGE

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