

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5807
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 26, 2021

Subject: N202311731-01 – Safety Recall
High Voltage Battery May Melt or Burn
Revised to include model year 2017 & 2018 vehicles

Models: 2017 - 2019 Chevrolet Bolt EV

To: All General Motors Dealers

General Motors is releasing Safety Recall N202311731-01 today. This Safety Recall includes all 2017 - 2019 model year VINs originally released in Safety Recall N202311730, which was released to dealers on November 13, 2020. **ALL INVOLVED VINS HAVE BEEN MOVED FROM THE POPULATION OF N202311730 TO THIS NEW SAFETY RECALL N202311731-01. N202311731-01 PROVIDES DEALERS WITH FINAL REMEDY INFORMATION FOR ALL INVOLVED VEHICLES.** The total number of U.S. vehicles involved is approximately 50,925. Please see the attached updated bulletin for details.

Sometime between 9-10am (EDT) today, Chevrolet will be communicating the availability of the final remedy via Owner Center. Sometime after 1pm (EDT) today, Chevrolet will be sending a direct owner email communication to owners of 2017-18MY vehicles informing them of the availability of the final remedy for their vehicles.

Vehicles involved in this recall were placed on stop delivery November 13, 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 revised document that addresses the 14 most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Working Capital Assistance Program (WCAP) Eligibility

Vehicles which were in dealer inventory at the time of this bulletin release were eligible for WCA. Please refer to the attached bulletin and GlobalConnect Message GCUS-9-9188 for additional information.

Customer Letter Mailing

The customer letter mailing began on May 11, 2021 for owners of 2019MY vehicles. The customer letter mailing for 2017-18MY owners will begin June 04, 2021.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 26, 2021. 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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