

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5779
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 29, 2021

Subject: N202311731 – Safety Recall
High Voltage Battery May Melt or Burn

Models: 2019 Chevrolet Bolt EV

To: All General Motors Dealers

General Motors is releasing Safety Recall N202311731 today. This Safety Recall includes all 2019 model year VINs originally released in Safety Recall N202311730, which was released to dealers on November 13, 2020. **2019 MODEL YEAR VINS WERE MOVED FROM THE POPULATION OF N202311730 TO THIS NEW SAFETY RECALL N202311731. N202311731 PROVIDES DEALERS WITH FINAL REMEDY INFORMATION, WHICH IS CURRENTLY ONLY AVAILABLE FOR 2019 MODEL YEAR VEHICLES.** The total number of U.S. vehicles involved is approximately 14,371. Please see the attached bulletin for details.

The final remedy is not yet available for 2017-18 model year vehicles. 2017-18 model year vehicles are not part of this Safety Recall and remain in the population of the original Safety Recall N202311730. General Motors will have the 2017-18 model year final remedy available for dealers and customers by the end of May.

Sometime after 3pm (EST) today, Chevrolet will be communicating the availability of the 2019 model year final remedy as well as the outlook for the 2017/18 model year via Owner Center updates as well as a direct owner email communication.

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 17 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 will begin on May 11, 2021.

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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