

This is a representative letter. Customers will receive a personalized letter listing their 17-digit VIN.



IMPORTANT SAFETY RECALL

November 2020

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2017-2019 model year Chevrolet Bolt EV vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall N202311730.
- Beginning on November 17, 2020, please schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.
- **This letter also contains important interim charging instructions for your vehicle. Please review these instructions before charging your vehicle.**

Why is your vehicle being recalled?

A certain 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.

What will we do?

While our investigation into this condition continues, GM has developed software that will limit vehicle charging to 90% of full capacity to mitigate this risk. This software will be available at your Chevrolet dealer on November 17, 2020. Your Chevrolet dealer will reprogram your vehicle's hybrid propulsion control module to limit full charge to 90%. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 25 minutes.

We are working around the clock on our continued investigation and we intend to deploy a final remedy and remove the 90% limitation as soon as possible after the first of the year. When that remedy is available, we will send you another letter asking you to take your vehicle to your Chevrolet dealer to have your vehicle serviced, free of charge.

What should you do?

Beginning on November 17, 2020, you should contact your Chevrolet dealer to arrange a service appointment as soon as possible. Until your vehicle's battery system has received the updated software, you should take one of the following interim steps:

(Model Years 2017-18 Only): Activate the Hill Top Reserve feature in your vehicle. This feature, when activated, will limit your vehicle's battery to 90% of full capacity. For assistance activating this feature, please watch the instructional video at www.chevy.com/boltevreCALL.

(Model Year 2019 Only): Activate the Target Charge Level feature in your vehicle, and set the target-charge level to 90%. For assistance activating this feature, please watch the instructional video at www.chevy.com/boltevreCALL.

(All Model Years): If you are unable or uncomfortable enabling one of the above described charge-limiting features in your vehicle, you should park your vehicle outside as soon as your vehicle completes a full battery charge.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Bolt EV Concierge team at 833-EVCHEVY (833-382-4389). Hours of operation are Monday through Friday, 8:00 AM to 7:00 PM ET.

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 20V701.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann Combs
Vice President
Global Vehicle Safety

GM Recall N202311730