

IMPORTANT

BOLT EV SAFETY RECALL

This notice applies to your
[Model Year1] [MAKE1] [MODEL1]

VIN: [VIN1]



IMPORTANT RECALL INFORMATION

Your vehicle is equipped with high voltage cells that may pose a risk of fire when charged to full, or very close to full, capacity.

GM has developed software that will limit vehicle charging to 90 percent of full capacity to mitigate this risk.

OWNER NEXT STEPS

Model Years 2017–2018 Only

Activate the Hill Top Reserve feature to limit battery to 90 percent of full capacity.

Model Year 2019 Only

Activate the Target Charge Level feature to 90 percent target-charge level.



CALL YOUR DEALER

[DEALER_NAME]

[DEALER_NAME]

[DEALER_ADDRESS1]

[DEALER_ADDRESS1]

[DEALER_CITY], [DEALER_STATE_PROV], [DEALER_POSTAL_CODE]

[DEALER_SERVICE_PHONE]

To find a different EV dealer, visit
chevrolet.com/dealer-locator



THE REPAIR IS FREE

GM repair service is performed
for you at no charge.

We're here to help. Your safety is very important to us. Most dealership service centers will remain open during the developing pandemic and are available to complete your recall repair. Please check with your preferred dealer for specific service hours.

To learn more, visit gm.com/coronavirus.



VEHICLE SAFETY TEAM

Dear [FName] [LName] [Business_Name],

We want to help protect your safety. Our records indicate that your vehicle is affected by GM Recall #N202311730 and your interim software update has not been completed.

Please contact your Chevrolet dealer to reprogram your vehicle's hybrid propulsion control module to limit full charge to 90 percent to avoid risk of a fire.

WHY IS YOUR VEHICLE BEING RECALLED?

A certain number of 2017–2019 model year Chevrolet Bolt EV vehicles were built with high voltage cells 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 percent of full capacity to mitigate this risk. This software is now available at your Chevrolet dealer. Your Chevrolet dealer will reprogram your vehicle's hybrid propulsion control module to limit full charge to 90 percent. 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 percent 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?

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 2017–2018 Only: Activate the Hill Top Reserve feature in your vehicle. This feature, when activated, will limit your vehicle's battery to 90 percent of full capacity.

Model Year 2019 Only: Activate the Target Charge Level feature in your vehicle, and set the target-charge level to 90 percent.

For assistance activating either feature above, 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 1-833-EVCHEVY (1-833-382-4389). Hours of operation are Monday through Friday, 8:00 AM to 7:00 PM ET.

Sincerely,

Maryann Combs
Vice President, Global Vehicle Safety



VEHICLE SAFETY TEAM

GM Vehicle Safety
PO Box 3047
Milwaukee, WI 53201



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99999999999999 [Unique_ID] [Creative_Code] CV-011676

[FName] [LName]
[Business_Name]
[Address]
[Address2]
[City], [State] [Zip]



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Your vehicle has an important safety recall.
Find out how to schedule your **FREE** recall repair.

Su vehículo tiene una importante llamada a revisión de seguridad.
Descubra cómo programar su reparación de llamada a revisión **GRATUITA.**