

Frequently Asked Questions (FAQs) for Safety Recall N202311731 and N202311730-01 High Voltage Battery May Melt or Burn

General Motors is releasing safety recall N202311731 today, which provides the final recall remedy for 2019 model year VINs originally released in safety recall N202311730. Safety recall N202311730 has been revised to include only 2017-18 model year VINs. See N202311730-01.

The final remedy is not yet available for 2017-18 model year vehicles. General Motors will have the final remedy available for 2017-18 model year vehicles by the end of May. General Motors will send a future communication advising dealers when the final remedy becomes available for 2017-18 model year vehicles.

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the safety recalls—N202311731 and N202311730-01—identified above.

Q1) Which vehicles are involved?

A1) 2017-2019 Chevrolet Bolt EV.

Q2) What is the issue or condition?

A2) Select 2017-2019 Chevrolet Bolt EV 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.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) The battery may emit smoke or heat, and the condition may melt or damage the battery and other vehicle components.

Q4) What is the remedy/repair for the 2019 model year vehicles?

A4) Dealers will perform diagnostic procedures and, if necessary, replace battery module assemblies that fail the diagnostics. Dealers will also install advanced onboard diagnostic software that, among other things, has the ability to detect potential issues related to changes in battery module performance before problems can develop.

Q5) What is the remedy/repair for the 2017-18 model year vehicles?

A5) An interim remedy is available for 2017-2018 model year vehicles. Dealers will reprogram the hybrid propulsion control module 2 (HPCM2) to limit full charge to 90%. GM will have the final remedy available for 2017-18 model year vehicles by the end of May.

Q6) What is the safety risk?

A6) If the batteries in select vehicles within this population are charged to full capacity, or very close to full capacity, the batteries may pose a risk of fire.

Q7) Does the customer have to pay for this remedy/repair?

A7) No, this inspection/repair will be done at no cost to the customer.

Q8) Is the remedy/repair available now?

A8) Yes, the interim remedy is available for 2017-2018 model year vehicles at your Chevrolet EV dealer under Safety Recall N202311730-01 and 2019 model year vehicles have a final remedy available under Safety Recall N202311731.

Q9) What should customers do until recall repairs can be completed? Are there any special instructions?

A9) For customers who have not had a dealer perform the interim remedy, we are asking them to change the charge settings on their vehicle to enable either "Hilltop Reserve" (for 2017-18 model year vehicles) or "Target Charge Level" (for 2019 model year vehicles) using their vehicle's infotainment center. Changing these settings will

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temporarily limit the vehicle's state of charge to 90%. If customers are unable to successfully make these changes, or do not feel comfortable making these changes, we are asking them to not park their car in their garage or carport until after they have visited their Chevrolet EV dealer.

Q10) How can customers check to see if their vehicle is involved in this field action?

A10) Customers who own a vehicle involved in the field action will be notified by mail and/or email by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

Q11) If customers are concerned, can they get a rental car or courtesy transportation?

A11) Courtesy transportation is available for customers whose vehicles are involved in this safety recall.

Q12) Where should customers go to get more information on the recall?

A12) Customers should visit www.chevy.com/boltevreCALL or contact the Chevrolet EV Concierge 1-833-EVCHEVY (available Monday through Friday from 8:00am – 7:00pm EST) or contact their preferred Chevrolet EV dealer.

Q13) Why aren't some 2019 and all 2020 BOLT EVs involved in this recall? Is there a different battery?

A13) Select vehicles in the 2019 model year were built using battery cells produced at LG Chem's Ochang, Korea, facility, which is where we believe the issue developed. The verified incidents investigated thus far had batteries produced at this facility. Additionally, the 2020 Bolt EV uses a different cell design than the vehicles affected by this recall, which enabled us to increase range to 259 miles.

Q14) How long will it take for GM to issue a permanent fix to the issue?

A14) Customers of 2019 model year Chevrolet Bolt EVs will be able to have this remedy performed starting on April 29, 2021 and customers who own 2017 and 2018 model year Bolt EVs will be eligible to have the remedy performed by the end of May 2021.

Q15) When the final remedy service procedure is performed on a 2019 model year Chevrolet Bolt EV, will the dealer return the vehicle's maximum state of charge to its previous 100% charging capacity?

A15) Yes. Once the final remedy procedure is completed for the 2019 model year Chevrolet Bolt EVs, the dealer will remove the 90% state of charge limitation and return the battery to its previous 100% charging capability.

Q16) I just got the interim software update for my car (MY17 or MY18 Bolt EV). After charging my vehicle, and unplugging the charger cord, I now see a message that says: 'plug-in to charge'. What's wrong with my car?

A16) As long as you see your battery has charged up to 90% state of charge, your battery is charging properly, and you may ignore the 'plug-in to charge' message. We are aware of the conflicting message generated by the interim software, and we apologize for your experience. The final software update will address the messaging concerns.

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Q17 I just got the interim software update for my car (MY19 Bolt EV). My vehicle is plenty charged, but now I see a message that says: 'plug-in to charge'. What's wrong with my car?

A17 When your vehicle reaches a 75% to 90% charge level, you may see this 'plug-in to charge' message. We are aware of the conflicting message generated by the interim software, and we apologize for your experience. The final software update will address the messaging concerns.