



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 23, 2021

Ms. Regina Carto
Executive Director - Global Safety Field Investigations & Regulatory
General Motors, LLC
GM Global Tech Center
29247 Louis Chevrolet Rd, Floor 2
Warren, MI 48093

NEF-107DM
21V-560

Subject: High Voltage Battery May Catch Fire

Dear Ms. Carto:

This letter serves to acknowledge General Motors, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

CHEVROLET/BOLT EV/2017-2019

Mfr's Report Date: July 23, 2021

NHTSA Campaign Number: 21V-560

Components:

ELECTRICAL SYSTEM:PROPULSION SYSTEM:TRACTION BATTERY

Potential Number of Units Affected: 50,413

Problem Description:

General Motors LLC (GM) is recalling certain 2017-2019 Chevrolet Bolt EV vehicles previously recalled under NHTSA recall number 20V-701. The high voltage battery could catch fire when charged to full or nearly full capacity.

Consequence:

A battery fire increases the risk of injury.

Remedy:

Defective battery modules will be replaced by GM, free of charge. Owners are advised to take the following interim steps: Activate either the Hill Top Reserve (2017 and 2018 models) or Target Charge Level (2019 models) feature in their vehicle to limit the charge level to 90%, charge their vehicle after each use, avoid depleting the battery to 70 miles range remaining, park outside after charging, and do not charge the vehicle overnight.

Interim notification letters notifying owners of the safety risk are expected to be mailed September 6, 2021. A second letter will be mailed once the final remedy is available. Owners may contact the Bolt EV Concierge Team at 1-833-382-4389. GM's number for this recall is N212343880.



Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

General Motors, LLC's contact for this recall will be DeMara Magruder who may be reached by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement