

# Part 573 Safety Recall Report

# 21V-560

**Manufacturer Name :** General Motors, LLC**Submission Date :** SEP 22, 2021**NHTSA Recall No. :** 21V-560**Manufacturer Recall No. :** N212343880**Manufacturer Information :**

Manufacturer Name : General Motors, LLC

Address : 29427 Louis Chevrolet Road  
MAIL CODE 480-210-2V WARREN MI  
48093

Company phone : 586-596-1733

**Population :**

Number of potentially involved : 57,414

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2017-2019 Chevrolet Bolt EV

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** Manufacturing records were used to identify vehicles built and shipped to dealers as of August 19, 2021. 2020 and later model years are addressed through a separate safety recall and are not included here.

Production Dates : JUL 26, 2016 - SEP 10, 2019

VIN Range 1 : Begin : NR End : NR

 Not sequential**Description of Defect :**

**Description of the Defect :** General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2017-2019 model year Chevrolet Bolt EV vehicles. The high voltage batteries in these vehicles may pose a risk of fire when charged to full, or very close to full, capacity. This recall includes all vehicles previously recalled under 20V701.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** If the batteries in certain vehicles within this population are charged to full capacity, or very close to full capacity, the batteries may pose a risk of fire.

**Description of the Cause :** The root cause is the simultaneous presence of two rare manufacturing defects in the same battery cell. The condition appears to be aggravated by routinely charging the battery to a full or nearly full state of charge after it has been substantially depleted.

**Identification of Any Warning that can Occur :** The battery may emit smoke or heat, and the condition may melt or damage the battery and other vehicle components.

**Involved Components :**

Component Name 1 : BATTERY ASM – HIGH VLTG

Component Description : High Voltage Battery Pack

Component Part Number : 24283092, 24282838, 24284193, 24285164, 24285978, 24286395-96,  
24286670-71, 24286782-83, 24288526-28

Component Name 2 : BATTERY ASM – HIGH VLTG

Component Description : High Voltage Battery Pack

Component Part Number : 24288644, 24289545, 24289548-49, 24289550, 24290091, 24290235,  
24291229, 24291630, 24291802

Component Name 3 : BATTERY ASM – HIGH VLTG

Component Description : High Voltage Battery Pack

Component Part Number : 24295131, 24295133, 24295408, 24295650, 24295959, 24295961, 24296544,  
24297772

Component Name 4 : MODULE ASM-CELL BAT

Component Description : High Voltage Battery Cell Module

Component Part Number : 24282794, 24282797-99, 24291231-38, 24294472-75, 24297774-82

**Supplier Identification :****Component Manufacturer**

Name : LG Electronics

Address : 363-8 Gyeongseo-dong, Seo-gu,  
Incheon Foreign States

Country : Korea, Republic of

**Chronology :**

See attached

## Description of Remedy :

Description of Remedy Program : The remedy will be the replacement of defective battery modules in the recall population. Until the updated recall remedy is performed, customers should take the following interim steps:

1. Customers should, whether or not they received the current software update, return their vehicle to the 90% state of charge limitation using Hilltop Reserve mode (for 2017-2018 model years) or Target Charge Level (for 2019 model year) mode. If customers are unable to successfully make these changes, or do not feel comfortable making these changes, we are asking them to visit their dealer to have these adjustments completed.
2. Additionally, we ask that customers charge their vehicle more frequently and avoid depleting their battery below approximately 70 miles (113 KM) of remaining range, where possible.
3. Out of an abundance of caution, customers should park their vehicles outside immediately after charging and not leave their vehicles charging indoors overnight.

Pursuant to 49 C.F.R. § 573.13(d) (1), all covered vehicles are under warranty, so reimbursement is not offered.

How Remedy Component Differs from Recalled Component : Replacement components were produced after manufacturing process corrections implemented by LG.

Identify How/When Recall Condition was Corrected in Production : NR

## Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the additional vehicles on August 20, 2021. Interim owner notification for added vehicles is estimated to mail on October 4, 2021. GM will provide estimated mailing dates for the final remedy when available.

Planned Dealer Notification Date : JUL 23, 2021 - AUG 20, 2021

Planned Owner Notification Date : SEP 06, 2021 - OCT 04, 2021

\* NR - Not Reported