

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6000
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 8, 2021

Subject: N212345450 – Equipment Safety Recall
Accessory Floor Liner May Cause Unintended Acceleration

Models: 2017 – 2021 Chevrolet Bolt EV All-Weather Floor Liner

To: All General Motors Dealers

General Motors is releasing Equipment Safety Recall N212345450 today. The total number of U.S. vehicles involved is approximately 3,077. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery October 14, 2021. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 8, 2021. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

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