

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6527
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 11, 2023

Subject: N212343881-06 - Safety Recall
High Voltage Battery May Melt or Burn
Additional vehicles have been moved to 'Open' status

Models: 2017 - 2019 Chevrolet Bolt EV

To: All General Motors Dealers

Additional 2017 - 2019 model year Chevrolet Bolt EV vehicles have been moved to 'Open' status in IVH and are now eligible for a battery module replacement. Please verify a VIN's involvement in this field action by checking in IVH prior to doing any repairs. The Dealer Maxis App via Global Connect can be utilized to download a list of eligible 'open' VINs. Dealer Maxis should be queried at a minimum weekly for the most up-to-date information on all open field actions. IVH is the best source for individual VIN inquiries.

When making customer appointments, please remind the customer to ensure that the battery's state of charge is at 80% or less. This will help speed up the repair procedure.

IMPORTANT

Failure to use the ZFA Multimodule Coordinated sequential programming procedure will result in claim rejection and may require customer vehicles to return to be reprogrammed.

Question and Answer Document (FAQs)

Attached to this message you will find a document that addresses the twelve 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 IVH screen was first updated on October 7, 2021. Please verify a VIN's involvement in this field action by checking in IVH prior to doing any repairs. IVH is the best source for individual VIN inquiries.

END OF MESSAGE

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