

LEADERSHIP MESSAGE

Check out the newest edition of "**Chevy 0 to 60**".

This segment touches on the expansion of the Bolt EV recall first announced on Friday.

For more details, please see recall bulletin - **N212343880-01**.

Owners can visit chevy.com/boltevrecall or contact the Chevrolet EV Concierge at **1.833.EVCHEVY**.

Thank you for everything you do for Chevrolet. As always, let us know [what you think](#).

VIDEO TEXT

Chevy Team – I'm here in the Chevy Performance Trailer, at the Woodward Dream Cruise.

Want to share some very important and time sensitive news with you.

Today, GM is going to announce that we're voluntarily, that's a key word, expanding the current Chevy Bolt EV recall to cover the remaining 2019, and all 2020, 2021, and 2022 model year vehicles, including the Bolt EUV.

All in that's about 150 to 160 thousand affected vehicles.

So why are we doing this ...

In rare circumstances, the batteries supplied by LG for these vehicles, may have two manufacturing defects present in the same battery cell, which increases the risk of fire.

So out of an abundance of caution, GM is going to replace defective battery modules with new modules.

We expect this will cost an additional billion dollars.

Here's what we know.

After doing our due diligence into the manufacturing processes at LG.

And after disassembling battery packs, GM discovered manufacturing defects in certain battery cells produced at LG manufacturing facilities beyond their Korea plant.

We're working with LG to rectify the cause.

To provide customers peace of mind, batteries with these new modules will come with an extended 8-year/100,000-mile limited warranty.

So bottom line, what does this mean for Bolt sales?

We are now on a stop sale for any NEW, or USED Bolt EV and Bolt EUV for the model years I just shared, until the module repair or replacement is performed.

Obviously, battery supply is a challenge right now – so we're working a bunch of different angles with LG to increase production as soon as possible.

I know I owe you more answers on what this means from a production standpoint.

As we shared yesterday, Orion, where both the Bolt EV and EUV are built, will be down for the week of August 23 for semiconductor related issues.

This recall expansion will trigger additional downtime to come.

Candidly, we don't know how long it will take us to ramp up battery production and complete these battery replacements – but we're considering all options.

Until customers in the new recall population receive replacement modules, they should do what we've been asking other Bolt EV owners to do.

The 3 step process – outlined on our website, in the dealer bulletins, and in today's press release.

All of this goes without saying, safety is our priority and so is doing the right thing for our customers – even if it is difficult.

Now we know you'll have a lot of questions.

So we're in the process of updating all of the answers on our site – chevy.com/boltEVrecall

We need to be the gold source with the truth, so point your customers and teams there.

We know communication is key during this time, and we will do everything possible to ensure you always have the latest information. It's very likely that we'll be doing an All Dealer Call as we get more information next week.

I know this is tough news ... on top of the challenges you are facing with the chip shortage . . .

This recall does provide an opportunity to once again, deliver an exceptional customer experience. And no one does it better - than this Chevy network. Thank you for all that you do. We'll be talking to you soon.