

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5990
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 19, 2021

Subject: REVISION: N212343880-02 - Safety Recall
High Voltage Battery May Melt or Burn
Movement of 2019 MY Chevrolet Bolt EV Vehicles to Bulletin N212343883

Models: Select 2017 - 2018MY Chevrolet Bolt EV

To: All General Motors Dealers

The 2019 Chevrolet Bolt EV vehicles included in the recall population for N212343880-02 - High Voltage Battery May Melt or Burn have been moved to bulletin N212343883, which includes an advanced diagnostic software package.

We expect that this software will be available for the remaining 2017-2018 model year Chevrolet Bolt EV vehicles in the recall population in approximately the next 30 days. In the meantime, continue to follow the procedure outlined in N212343880-02.

IMPORTANT: The information referenced in this message contains a service procedure that **WILL NOT** close the recall. The status of the recall will remain "Incomplete, Remedy Not Available" in the Investigate Vehicle History (IVH) section of Global Warranty Management even after the completion of the service procedure. Dealers should submit warranty claims for affected vehicles after the procedure in bulletin N212343880-02 is successfully completed.

Only Chevrolet EV certified dealers meeting all the Bolt-specific training, tools, and equipment requirements are eligible to complete recall repairs. Any dealership unsure of their eligibility status should review with their District Manager of Aftersales or District Service Manager.

Question and Answer Document (Q&A)

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 Investigate Vehicle History (IVH) screen will *still* have a status of "Incomplete-Remedy Not Available".

END OF MESSAGE

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