

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5909  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 20, 2021

Subject: REVISION – N212343880-01 – Safety Recall  
High Voltage Battery May Melt or Burn  
Population Expansion and Update on Final Remedy Customer Appointments

Models: 2017-2019 Chevrolet Bolt EV

To: All General Motors Dealers

On August 20, 2021, General Motors voluntarily expanded safety recall N212343880 affecting certain 2017-2019MY Chevrolet Bolt EV vehicles. All 2019MY Bolt EV vehicles **not originally included** on July 23, 2021 have been added to this safety recall population effective August 20, 2021.

Attached is the revised bulletin containing additional information about the population expansion as well as a revised condition statement. Please discard all previous copies of bulletin N212343880.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes, or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

## **IMPORTANT**

- The revised bulletin attached to this message contains an **INTERIM** 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) in Global Warranty Management **even after the completion of the interim service procedure.**
- The interim service procedure involves manually updating the maximum state of charge of the battery pack to 90% by using Hilltop Reserve mode (for 2017-2018 model years) or Target Charge Level (for 2019 model year)
- The revised recall bulletin will be visible in the SI system on August 23, 2021 or sooner
- Only Chevrolet EV certified dealers are able to complete this interim service procedure.
- If you are not an EV certified dealer and need to know where the closest EV certified dealer is located, please contact the Dealer Business Center.

## **CUSTOMER REPAIR APPOINTMENT UPDATE**

- On Friday, August 13<sup>th</sup>, GM sent Global Connect Message GCUS-3-2281 letting our Chevrolet EV certified dealers know of the preparations we are making to publish final remedy procedures in forthcoming recall bulletin N212343881.
- We informed you that owner letters were being mailed to a group of owners whose vehicles were part of a sub-set of VINs to receive new battery modules on a high priority basis.
- In the owner letters, customers were advised that they could begin making appointments with their Chevrolet EV certified dealers beginning on August 23<sup>rd</sup> for repairs beginning no earlier than August 30<sup>th</sup>.
- **We would ask at this time that you refrain from making customer appointments until you receive further information from General Motors.** Out of an abundance of caution, GM is working closely with LG to confirm the safety of replacement packs. We will provide an update as soon as possible letting you know when dealers can start making appointments with these highest priority customers.
- Concerned customers should be referred to the Chevrolet EV Concierge team at 833-EVCHEVY (833-382-4389) for further assistance. Hours of operation are Monday through Friday, 8:00 AM to 12:00 AM ET or Saturday and Sunday, 12:00 PM to 9:00 PM ET.

### **Question and Answer Document (Q&A)**

Attached to this message you will find a document that addresses the 13 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 for the added population on August 20, 2021. When IVH is updated, all vehicles will have a status of “Incomplete-Remedy Not Available”.

END OF MESSAGE

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