

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5877
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 23, 2021
Subject: N212343880 - Safety Recall
High Voltage Battery May Melt or Burn
Models: Select 2017-19MY Chevrolet Bolt EV
To: All General Motors Dealers

General Motors is releasing Safety Recall N212343880 today. The total number of U.S. vehicles involved is approximately 50,413.

IMPORTANT: The recall 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. Dealers should submit warranty claims for affected vehicles after the interim procedure bulletin N212343880 is successfully completed. The interim service procedure involves manually updating the maximum state of charge of the battery pack by enabling "Hill Top Reserve" on 2017-18MY vehicles or adjusting "Target Charge Level" to 90% on 2019MY vehicles.

IMPORTANT: Companion Bolt EV recall bulletin N202311731-02 was also revised today adding the same procedural steps to manually adjust the battery pack state of charge.

- If the vehicle is OPEN in IVH for N202311731, the updated service procedure described in that bulletin, including the replacement of the battery if it fails diagnostics and the manual setting of the vehicle's state of charge, must be performed as an interim remedy.
- If the vehicle is CLOSED in IVH for N202311731 (it has received the updated software **only**), the manual interim procedure of limiting the battery state of charge to 90% must be completed under N212343880.
- **NOTE: Duplicate claim submissions for state of charge reduction will reject.**

Only EV certified dealers are able to complete this Safety Recall. 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.

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 July 24, 2021 or sooner. When IVH is updated, all vehicles will have a status of "Incomplete-Remedy Not Available". 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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