

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5996
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 6, 2021

Subject: N212343881-02 - Safety Recall
High Voltage Battery May Melt or Burn
Multiple sections have been revised including the emphasis on ZFA
Multimodule Coordinated Sequence and Vac-N-Fill procedure;
Additional vehicles have been moved to 'Open' status.

Models: 2017 – 2019 Chevrolet Bolt EV

To: All General Motors Dealers

This bulletin has been revised in multiple areas, including to emphasize the importance of following the ZFA-Field Action Multimodule Coordinated Sequence and the importance of using the Vac-N-Fill procedure. **Please take the time to re-read the entire bulletin thoroughly.** Please discard all previous copies of bulletin N212343881.

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.

As VINs become eligible for final repair in N212343881, they will be closed in N212343880 or N212343883. Remaining VINs in "Incomplete-Remedy Not Available" status under N212343880 and N212343883 will not be eligible for the final repair until GM informs dealers at a future date. WCAP is calculated from the "Release Date" on VINs in "Open" Status in N212343881 in IVH and will be adjusted as additional releases occur.

When making customer appointments, please remind the customer to not charge their vehicle 24 hours prior to their scheduled appointment. Not charging the vehicle before the service appointment and ensuring that the battery's state of charge is at 90% or less will help speed up the repair procedure.

Until recall repairs can be completed, customers should take the following interim steps:

1. Set their vehicle to a 90 percent state of charge limitation using Hilltop Reserve mode (for 2017-2018 model years) or Target Charge Level (for 2019 model year) mode. Instructions on how to do this are available on (chevy.com/boltevreCALL). If customers are unable to successfully make these changes, or do not feel comfortable making these changes, GM is asking them to visit their Chevrolet EV certified dealer to have these adjustments completed.

2. Charge their vehicle more frequently and avoid depleting their battery below approximately 70 miles (113 km) of remaining range, where possible.
3. Continue to park their vehicles outside immediately after charging and not leave their vehicles charging indoors overnight.

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.

Customer Letter Mailing

The customer letter mailing began on October 6, 2021 and will continue as VINs become eligible for the final repair.

Global Warranty Management (GWM)

The Required Field Action section on the IVH screen was first updated on October 7, 2021. On December 3rd, additional 2017 - 2019 model year Chevrolet Bolt EV vehicles were moved to 'Open' status in IVH and are now eligible for a final repair. 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
GLOBAL SAFETY FIELD INVESTIGATIONS