

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5991  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 19, 2021

Subject: N212343883 - Safety Recall for 2019MY Chevrolet Bolt EV Vehicles involved in  
N212343880 - High Voltage Battery May Melt or Burn  
Includes Advanced Diagnostic Software Package

Models: Select 2019MY Chevrolet Bolt EV

To: All General Motors Dealers

General Motors has developed an advanced diagnostic software package. This package will remove parking and charging limitations on 2019 MY Chevrolet Bolt EV vehicles that have not yet received their replacement battery module. We expect that this software will be available for the remaining Bolt EV and EUV owners in the recall population within approximately the next 30 days. These vehicles were involved in GM Safety Recall N212343880 and will receive the final remedy under N212343881. They will receive the advanced diagnostic software package service procedure under N212343883.

The new software automatically sets the vehicle's maximum state of charge to 80%, allowing owners to safely resume:

- charging indoors overnight;
- depleting their vehicle's battery below 70 miles (113 km) of range, resulting in greater overall vehicle range compared to GM's prior interim charging guidance; and,
- parking indoors after charging.

This software also contains new diagnostics designed to detect specific abnormalities that might indicate a rare battery issue in the vehicle.

Other model year owners will receive a letter from GM when the advanced diagnostic software is available for their vehicles. In the meantime, they should continue to follow the previous guidelines outlined in N212343880 and N212345940.

**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 N212343883 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.

**Customer Letter Mailing**

The customer letter mailing will begin on November 19, 2021.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated November 19, 2021. The VINs will have a status of "Incomplete-Remedy Not Available". Dealers should submit warranty claims for affected vehicles after the procedure in bulletin N212343883 is successfully completed.

END OF MESSAGE

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