

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6003
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 15, 2021

Subject: N212343883-01 - Safety Recall for 2017-2019MY Chevrolet Bolt EV Vehicles involved in N212343880 - High Voltage Battery May Melt or Burn - REVISION Includes Advanced Diagnostic Software Package. 2017-2018 model year vehicles added.

Models: 2017-2019MY Chevrolet Bolt EV

To: All General Motors Dealers

2017-2018 model year vehicles have been added and the programming steps of the service procedure in this bulletin have been revised. Please discard all previous copies of bulletin N212343883.

General Motors has developed an advanced diagnostic software package in N212343883-01 that will remove parking and charging limitations on 2017-2019 MY Chevrolet Bolt EV vehicles that have not yet received their replacement battery module. This software is not the final remedy, and customers will be notified when battery modules are available for replacement under Safety Recall N212343881.

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.

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.

This recall must only be completed by Chevrolet EV certified dealers who have met all Bolt recall-specific training, tool and equipment requirements. Repairs must be performed by a technician who has successfully completed the required training. Any dealership unsure of their eligibility status should review with their 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 began on November 19, 2021.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 15, 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

GLOBAL SAFETY FIELD INVESTIGATIONS