



Bolt EV Battery Limited Part Warranty Certificate

Updated Date: Sep 06, 2022 17:00 CT

Subject: Bolt EV Battery Limited Part Warranty Certificate

**Description:** Many Chevrolet Bolt owners who had High Voltage Batteries replaced as part of the recall were not aware that the replacement battery came with an 8-year/100,000-mile Limited Part Warranty.

If a customer visits your dealership for the following scenarios, please **follow the steps below** to update, print, and **present the "Bolt Warranty Certificate"** to customers **when they pick up their vehicle** to thank them and explain their **new Bolt EV Battery Limited Part Warranty**.

#### Scenarios

Scenario #1: Customer has already had their EV battery replaced and is coming in for the new improved advanced diagnostic software update

Scenario #2: Customer is coming in for full EV battery pack replacement to close the recall

#### Action Required

1. Login to GlobalConnect to access the link below.
2. Click [HERE](#) to navigate to the Bolt Warranty Certificate Instructions and FAQs.
3. Review instructions, then update the certificate by selecting the **Year, Make and Model** from the drop-down menu. Next, copy and paste the full 17-digit **VIN** of the vehicle (*to avoid typos*) receiving the EV battery replacement and print the certificate.
4. After the repair has been completed, thank the customer and while handing them the Bolt Warranty Certificate, let them know that the replacement EV battery comes with a new Bolt EV Battery Limited Part Warranty. Inform the customer they will also receive a complete package by mail from Chevrolet or GM containing a "Thank You" letter, the EV Battery Certificate, and a QR code sticker that will take them directly to the Warranty Tracker in MyAccount where they can see their updated battery warranty.
5. Review the FAQs prior to delivering the package to the customer and be prepared to answer any questions they may have.

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#### About this Article

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