

**Reference Number: GCUS-3-2967**

**N212345944 - Safety Recall - High Voltage Battery May Melt or Burn - Final Remedy for Customer Owned**

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6603

URGENT - DISTRIBUTE IMMEDIATELY

Date: June 13, 2023

Subject: N212345944 - Safety Recall

High Voltage Battery May Melt or Burn

Final Remedy for Customer Owned and Used Inventory

Models: 2020 – 2022 Chevrolet Bolt EV

2022 Chevrolet Bolt EUV

To: All General Motors Dealers

General Motors is releasing Safety Recall N212345944 today. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery August 20, 2021 under recall N212345940.

- Select 2020 - 2022 model year Chevrolet Bolt EV and Bolt EUV's will now be closed in N212345940 and moved to "Open" status in N212345944 to receive a final remedy of a new advanced diagnostic software.
- Please verify a VIN's involvement in this field action by checking in IVH. IVH is the best source for individual VIN inquiries.

This new advanced diagnostic software will continually monitor the high voltage battery in the vehicle.

- The software will initially limit the vehicle's high voltage battery to a maximum state-of-charge of 80%.
- Dealers will review the Notice to Customer (included in the bulletin) with the customer at time of vehicle return or delivery. This notice contains the approximate miles of when the battery will automatically return to a maximum state-of-charge of 100%. Place a copy of the notice in the glove compartment.
- If no anomalies are detected after approximately 6,200 miles or 10,000 km of use, the high voltage battery will automatically return to a maximum state-of-charge of 100% without a return trip to the dealer.
- If the software detects a problem in the vehicle's high voltage battery, the customer will be alerted via a warning in the driver information center. If this occurs, the customer should contact their Chevrolet Bolt EV/EUV certified dealer to have the affected high voltage battery module replaced.

- **Important:** For used vehicles, the Notice to Customer must be provided and explained to the new customer at the time of sale. Place a copy of the notice in the glove compartment.

Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery, closing the safety recall.

This field action must only be completed by Chevrolet EV certified dealers who have met all Bolt field action-specific training, tool and equipment requirements, and repairs must be performed by a technician who has successfully completed the required training.

**Frequently Asked Questions Document (FAQs)**

Attached to this message you will find a document that addresses the most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

**Working Capital Assistance Program (WCAP) Eligibility**

Vehicles which were in dealer inventory at the time of this bulletin release were eligible for WCA. Please refer to the attached bulletin and GlobalConnect Message GCUS-9-14456 for additional information.

**Customer Letter Mailing**

The customer letter mailing will begin in June 2023.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 13, 2023. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS