

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6172
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 24, 2022

Subject: N212345943-02 - Safety Recall
High Voltage Battery May Melt or Burn
Final Remedy for New/Unsold Dealer Inventory Vehicles
Additional Vehicles Have Been Moved to 'Open' Status

Models: 2020 – 2022 Chevrolet Bolt EV
2022 Chevrolet Bolt EUV

To: All General Motors Dealers

Additional 2020 – 2022 model year Chevrolet Bolt EV and Bolt EUV vehicles have been moved to 'Open' status in IVH and are now eligible for a High Voltage Battery Module replacement in bulletin N212345943-02.

For affected new/unsold dealer inventory, VINs will be updated in IVH based on the below criteria.

VIN Movement in IVH: As new/unsold dealer inventory VINs become eligible for final repair in N212345943-01, they will move from "Incomplete-Limited or No Parts" status to "Open" status in IVH.

As a reminder, select VINs will be placed in OPEN status in N212345943-02, generally based on production build date, beginning with the oldest build date first. This process will continue in a weekly cadenced fashion until all VINs are placed in OPEN status in IVH for new/unsold dealer inventory.

- New/unsold dealer inventory VINS will begin to be opened only for Chevrolet EV certified dealers who have met all Bolt recall specific training, tool and equipment requirements.
- High voltage batteries for new/unsold vehicles will arrive with an insert in the Bill of Lading pocket on the top of the crate that indicates "Attention: Dealer, Battery for New Dealer Inventory, VIN Specific." See bulletin for picture of insert.
- High Voltage Batteries can only be installed into assigned VINs in "Open" status in IVH.
- **No substitutions to other VINs will be permitted.**

Please verify a VIN's involvement in this field action by checking in IVH prior to performing 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.

Floor Plan reimbursement is calculated from the original stop sale date of August 20, 2021 until the date the VIN is moved to 'OPEN' status in IVH in N212345943.

IMPORTANT

Failure to use the ZFA Multimodule Coordinated sequential programming procedure will result in claim rejection, and may require the vehicle to be reprogrammed.

Question and Answer Document (FAQs)

Attached to this message you will find a document that addresses the eight most likely questions regarding this Safety Recall.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen was updated May 23, 2022. A list of involved vehicles in dealer new inventory is attached to this message.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS