

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6122
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 13, 2022

Subject: N212345941-04 - Safety Recall - REVISION
High Voltage Battery May Melt or Burn
High Voltage Battery Part Numbers have been removed from the Parts Table

Models: 2020 – 2022 Chevrolet Bolt EV and Bolt EUV

To: All General Motors Dealers

This bulletin has been revised in the following areas:

- The High Voltage Battery part numbers have been removed from the Parts Table.
- The Battery Service Center will provide the appropriate High Voltage Battery part number based on the requested VIN.
- The VIN on the Bill of Lading needs to be verified to exactly match the VIN of the vehicle.

Please discard all previous copies of bulletin N212345941.

As VINs become eligible for final repair in N212345941, they will be closed in N212345940. Remaining VINs in “Incomplete-Remedy Not Available” status under N212345940 will not be eligible for the final repair until GM informs dealers at a future date.

When making customer appointments, please remind the customer to not charge their vehicle 24 hours prior to their scheduled appointment. Not charging the vehicle before the service appointment and ensuring that the battery's state of charge is at 90% or less will help speed up the repair procedure.

Until the battery module is replaced (N212345941), OR the vehicle receives the Advanced Diagnostic Software package, customers should take the following interim steps:

1. Set their vehicle to a 90 percent state of charge limitation using Target Charge Level (for 2020 and newer model years) mode. Instructions on how to do this are available on (chevy.com/boltevreCALL). If customers are unable to successfully make these changes, or do not feel comfortable making these changes, GM is asking them to visit their Chevrolet EV certified dealer to have these adjustments completed.
2. Charge their vehicle more frequently and avoid depleting their battery below approximately 70 miles (113 km) of remaining range, where possible.

3. Continue to park their vehicles outside immediately after charging and not leave their vehicles charging indoors overnight.

IMPORTANT

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

Question and Answer Document (FAQs)

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

Limited customer letter mailing began on February 28, 2022 and will continue as VINs become eligible for the final repair.

Global Warranty Management (GWM)

The Required Field Action section on the IVH screen was first updated on October 7, 2021. Please verify a VIN's involvement in this field action by checking in IVH prior to doing any repairs. IVH is the best source for individual VIN inquiries.

END OF MESSAGE
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