

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6441
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 10, 2023
Subject: REVISION: N212345941-06 - Safety Recall
High Voltage Battery May Melt or Burn
Updating "Vehicle Preparation Before Entering the Repair Garage" and
"Adjusting the SOC"
Models: 2020 – 2022 Chevrolet Bolt EV
2022 Chevrolet Bolt EUV
To: All General Motors Dealers

This bulletin has been revised to update the steps in the 'Vehicle Preparation Before Entering the Repair Garage' and 'Adjusting the SOC' sections. These changes are intended to bring this dealer bulletin current to existing customer-facing State of Charge (SOC) guidance.

- The 24-hour requirement between the last plug-in charge and the High Voltage Battery removal is no longer required.
- The High Voltage Battery SOC prior to repair should be set at 80% or less, which is consistent with the SOC limit set in the Advanced Diagnostics Software.
- Added the requirement to document the SOC prior to repair in the "Reference Number" field of the warranty claim.

Please discard all previous copies of bulletin N212345941.

When making customer appointments, please remind the customer to ensure that the battery's state of charge is at 80% or less, which is consistent with the SOC limit set in the Advanced Diagnostics Software. This will help speed up the repair procedure.

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.

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 August 12, 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
GLOBAL SAFETY FIELD INVESTIGATIONS