

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6011  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 21, 2021

Subject: REVISION – N212345940-01 – Safety Recall  
High Voltage Battery May Melt or Burn  
Revised Service Procedure involving Advanced Diagnostics Software  
Update for 2020-2022 Model Year Vehicles

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

To: All General Motors Dealers

This bulletin has been revised to replace the service procedure with the Advanced Diagnostic Software using the sequential ZFA – Field Action Multimodule Coordinated Sequence programming. Please discard all previous copies of bulletin N212345940.

General Motors has developed an advanced diagnostic software package in N212345940-01 that will remove parking and charging limitations on 2020-2022 model year Bolt EV or 2022 model year Bolt EUV vehicles that have not yet received their replacement battery module. This software is not the final remedy, and customers will be notified when battery modules are available for replacement under Safety Recall N212345941.

The new software automatically sets the vehicle's maximum state of charge to 80%, allowing owners to safely resume:

- charging indoors overnight;
- depleting their vehicle's battery below 113 km (70 miles) of range, resulting in greater overall vehicle range compared to GM's prior interim charging guidance; and,
- parking indoors after charging.

This software also contains new diagnostics designed to detect specific abnormalities that might indicate a rare battery issue in the vehicle.

**IMPORTANT**

The information referenced in this message contains a service procedure that **WILL NOT** close the recall. The status of the recall will remain "Incomplete, Remedy Not Available" in the Investigate Vehicle History (IVH) section of Global Warranty Management even after the completion of the service

procedure. Dealers should submit warranty claims for affected vehicles after the procedure in bulletin N212345940-01 is successfully completed.

This recall must only be completed by Chevrolet EV certified dealers who have met all Bolt recall specific training, tool and equipment requirements. Repairs must be performed by a technician who has successfully completed the required training. Any dealership unsure of their eligibility status should immediately review with their District Service Manager.

**Question and Answer Document (FAQs)**

Attached to this message you will find a document that addresses the 12 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**

The customer letter mailing will begin on December 21, 2021.

**Global Warranty Management (GWM)**

The Required Field Action section on the IVH screen was first updated on August 20, 2021. The VINs will have a status of "Incomplete-Remedy Not Available" even after the completion of the service procedure. Dealers should submit warranty claims for affected vehicles after the procedure in bulletin N212345940-01 is successfully completed.

END OF MESSAGE  
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