

**Reference Number: GCUS-3-3250**

**N212345946 - Safety Recall - High Voltage Battery May Melt or Burn - Additional VINs Moved to 'Open'**

GENERAL MOTORS

DCS6895

URGENT - DISTRIBUTE IMMEDIATELY

Date: May 17, 2024

Subject: N212345946 - Safety Recall

High Voltage Battery May Melt or Burn

Additional VINs 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 2022 Chevrolet Bolt EUV vehicles have been moved to 'Open' status in IVH. Dealers will replace the high-voltage battery pack and install advanced diagnostic software that will monitor battery performance and identify defective battery modules that require replacement.

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 place the Notice to Customer (included in the bulletin) with the approximate miles of when the battery will automatically return to a maximum state-of-charge of 100% 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.

Once the service procedure contained in the bulletin has been performed on the vehicle this safety recall will close.

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.

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

END OF MESSAGE