

Reference Number: GCUS-3-2928

N212345941-06 - Safety Recall - High Voltage Battery May Melt or Burn - Additional Vehicles Have Bee

Page Content

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6561

URGENT - DISTRIBUTE IMMEDIATELY

Date: May 9, 2023

Subject: N212345941-06 - Safety Recall

High Voltage Battery May Melt or Burn

Additional vehicles have been moved to 'Open' status

Models: 2020 – 2022 Chevrolet Bolt EV and 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 battery module replacement. 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.

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 ensure that the battery's state of charge is at 80% or less. This will help speed up the repair procedure.

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

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