

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6442  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 10, 2023

Subject: REVISION: N212345943-03 – Safety Recall  
High Voltage Battery May Melt or Burn (New/Unsold Dealer Inventory Only)  
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 N212345943.

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

Floor Plan reimbursement is calculated from the original stop sale date of August 20, 2021 until the date the VIN is moved to ‘OPEN’ status in IVH in N212345943.

**IMPORTANT**

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

**Question and Answer Document (FAQs)**

Attached to this message you will find a document that addresses the eight most likely questions regarding this Safety Recall.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen was updated May 9, 2022.

END OF MESSAGE  
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