



IMPORTANT SAFETY RECALL

December 2021

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain front driver all-weather floor liners sold as an optional accessory for 2017 – 2021 model year Chevrolet Bolt EV vehicles. As a result, GM is conducting an equipment safety recall.

IMPORTANT

- Your vehicle is involved in GM safety recall N212345450.
- Schedule an appointment with your GM dealer.
- Your dealer will exchange your existing accessory floor liner for a new redesigned floor liner at **no charge**.
- **Until your accessory floor liner is replaced, remove it from your vehicle.** The production floormat that was delivered with your vehicle can be used in its place until a replacement liner is available.
- **Bring the accessory liner to your service appointment.** The accessory liner will be exchanged for the new redesigned liner.

Why is your vehicle being recalled?

In certain vehicles, the driver may be able to push a properly secured liner forward until it can contact or entrap the accelerator pedal when the accelerator pedal is fully depressed. The driver may notice contact between the liner and the accelerator pedal. If the liner contacts and entraps the accelerator pedal while driving, it can cause unintended acceleration, increasing the risk of a crash. If this occurs, the driver can apply the vehicle's service brake, which will engage the vehicle's brake-override system and stop the vehicle.

What will we do?

Your GM dealer will exchange your existing accessory floor liner for a redesigned accessory floor liner. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 15 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Owners should not use the driver's side accessory floor liner. In its place, until the recall is completed on your vehicle, the production floormat which was delivered with your vehicle can be used. **You must bring the accessory liner with you to your service appointment.**

Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet EV Concierge Number at 1-833-EVCHEVY (833-382-4389).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 21E089.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto
Vice President
Global Product Safety and Systems

Enclosure
GM Recall: N212345450