



# IMPORTANT SAFETY RECALL

September 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 2017-2019 model year Chevrolet Bolt vehicles. As a result, GM is conducting a safety recall. We understand the inconvenience this recall has placed on you, and we sincerely apologize for that. We want to thank you for putting your trust in our brand, and know that we will continue to work hard to earn that trust.

## IMPORTANT

- Your vehicle is involved in GM recall N212343881.
- Based on manufacturing records, we have identified your vehicle battery as one built within a date range scheduled for **priority repair** under this recall.
- We have determined that the lithium ion battery modules in your vehicle should be replaced with new lithium ion battery modules.
- You should contact your Chevrolet EV certified dealer to arrange an appointment.
- This service will be performed for you at **no charge**.
- **This letter contains important interim safety precautions that should be followed until the final recall remedy is performed on your vehicle.**

### Why is your vehicle being recalled?

Your vehicle may have a lithium ion battery pack that may pose a risk of fire when charged to full, or very close to full, capacity.

### What will we do?

Your Chevrolet EV certified dealer will replace the lithium ion battery modules in your vehicle with new lithium ion battery modules. 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 4 hours and 30 minutes.

### What should you do?

You should contact your Chevrolet EV certified dealer to arrange a service appointment as soon as possible. In the meantime, you should continue following these steps:

1. Set your vehicle to a 90 percent state of charge limitation. Instructions on how to do this are available on [www.chevy.com/boltevrecall](http://www.chevy.com/boltevrecall). If you are unable to successfully make these changes, or do not feel comfortable

making these changes, GM is asking you to visit your dealer to have these adjustments completed, **free of charge**.

2. Charge your vehicle more frequently and avoid depleting your battery below approximately 70 miles (113 KM) of remaining range, where possible.
3. **Continue to park your vehicle outside immediately after charging and do not leave your vehicle charging indoors overnight.**

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet EV Concierge team at 833-EVCHEVY (833-382-4389). Hours of operation are Monday through Friday, 8:00 AM to 12:00 AM ET or Saturday and Sunday, 12:00 PM to 9:00 PM ET.

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 21V560.

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 Carto  
Vice President  
Global Vehicle Safety and Systems

GM Recall N212343881