



IMPORTANT SAFETY RECALL

June 2023

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 2020 – 2022 model year Chevrolet Bolt EV and 2022 model year Chevrolet Bolt EUV 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

- Previously you were notified that your 2020-2022 model year Chevrolet Bolt EV or 2022 model year Chevrolet Bolt EUV was involved in GM recall N212345940.
- This letter is to inform you that the **final recall remedy** is available for your vehicle under GM recall N212345944.
- You should contact your Chevrolet Bolt EV/EUV certified dealer to arrange an appointment even if your vehicle has received previous software updates.
- This service will be performed for you at **no charge**.

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 Bolt EV/EUV certified dealer will install new advanced diagnostic software that will continually monitor the high voltage battery in your vehicle. If the software detects a problem in your vehicle's high voltage battery, you will be alerted via a warning in the driver information center. If this occurs, you should contact your Chevrolet Bolt EV/EUV certified dealer to have the affected high voltage battery module replaced.

The software will initially limit your vehicle's high voltage battery to a maximum state-of-charge of 80%. If no anomalies are detected after approximately 6,200 miles (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. After this occurs, the software's advanced diagnostics will continue to monitor your vehicle's high voltage battery system.

Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 1 hour.

What should you do?

You should contact your Chevrolet Bolt EV/EUV certified dealer to arrange a service appointment as soon as possible even if your vehicle has received previous software updates. Until you have the service performed, we ask that you still follow our previous guidelines, which are outlined on our website: www.chevy.com/boltevre recall.

Do you have questions?

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Chevrolet Bolt EV/EUV	1-833-EVCHEVY (1-833-382-4389)	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 21V650.

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

GM Recall: N212345944