



IMPORTANT SAFETY RECALL

September 2022

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

- Your vehicle is involved in GM recall N212345941.
- We have determined that defective 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**.
- When you bring your vehicle in for service, please have your State of Charge at **less than 80%**. This will help speed up the repair procedure.
- **Until you have the service performed, we ask that you still follow our previous guidelines, which are outlined on our website: www.chevy.com/boltevreCALL.**

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 defective 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. Until you have the service performed, we ask that you still follow our previous guidelines, which are outlined on our website: www.chevy.com/boltevreCALL. When you bring your vehicle in for service, please have your State of Charge at **less than 80%**. This will help speed up the repair procedure.

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.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 Carto
Vice President
Global Vehicle Safety and Systems

GM Recall N212345941