

# Safety Recall

## N212345944 High Voltage Battery May Melt or Burn



Release Date: June 2024

Revision: 01

**Revision Description:** This bulletin is being revised to update the Service Procedure. ZFA – Field Action Multimodule Coordinated Sequence Programming has been removed. Please discard all previous copies of N212345944.

**Attention:** It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery in safety recall N212345940 on August 20, 2021. This bulletin contains the final remedy.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

This safety recall bulletin contains the final remedy for VINs originally released in safety recall N212345940.

**Important:** For customer vehicles, dealers will review the Notice to Customer with the customer at time of vehicle return or delivery. This notice contains the approximate miles of when the battery will automatically return to a maximum state-of-charge of 100%. Place a copy of the notice in the glove compartment.

**Important:** For used vehicles, the Notice to Customer must be provided and explained to the customer at the time of sale. Place a copy of the notice in the glove compartment.

This field action must only be completed by Chevrolet EV certified dealers who have met all Bolt field action-specific training, tool and equipment requirements, and repairs must be performed by a technician who has successfully completed the required training.

For Canadian Dealers: Only Chevrolet Dealers who have signed the Chevrolet Electric Models Agreement and have met all the Chevrolet Bolt EV/EUV-specific training, tools, and equipment requirements are eligible to complete the repair. Any Dealer unsure of their eligibility status should immediately review with their District Service Manager.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Bolt EV	2020	2022		
Chevrolet	Bolt EUV	2022	2022		

Involved vehicles are marked "Open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	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. The high voltage batteries in these vehicles may pose a risk of fire when charged to full, or very close to full, capacity.
<b>Correction</b>	Dealers are to install the advanced diagnostic software that will monitor battery performance and identify defective battery modules that require replacement.

### Parts

No parts are required for this repair.

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### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107356*	Hybrid Powertrain Control Module 2, Battery Energy Control Module, and Body Control Module reprogramming (2020-2021MY) ADD: SOC Depletion to 80%	1.5 0.3	ZFAT	N/A
9107374*	Hybrid Powertrain Control Module 2, Battery Energy Control Module reprogramming (2022MY) ADD: SOC Depletion to 80%	1.0 0.3	ZFAT	N/A
9106837	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	**

**Important:** \* To avoid warranty transaction rejections, carefully read and follow the instructions below:

Labour Time [Top]

Labour Operation Code:

Additional labour op code information:

SPS Warranty Claim Code:

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- The Warranty Claim Code from the programming event must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

### Warranty Claim Code Information Retrieval

VIN	Module	Function	Warranty Claim Code	Job Card
██████████	K73 - Telematics Communication Interface Control Module	Programming & Service Activation	██████████	test
██████████	K9 - Body Control Module	Programming	██████████	test
██████████	K5 - Automatic Level Control Module Ignition	Off	██████████	test driver
██████████	K56 - Serial Data Gateway Module	Programming	██████████	test driver

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If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Note: To avoid having to "H" route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

### Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

**Note: USA & Canada Only** - To avoid having to "H" route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

**Important: The WCAP ZSET transaction labor code, 9800078, provided in the dealer message sent on September 3, 2021 (USA) or September 3, 2021 (Canada), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.**

\*\*\*\*\* **USA & Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (August 20, 2021) or the dealer acquired date to the date the VIN was placed in "open" status in N212345944 in IVH.

Vehicle	Working Capital Assistance Program Reimbursement Amount	
	USA	Canada
2020 Chevrolet Bolt EV	\$9.98	\$13.52
2021 Chevrolet Bolt EV	\$12.56	\$16.38
2022 Chevrolet Bolt EV	\$10.89	\$15.02
2022 Chevrolet Bolt EUV	\$11.69	\$16.25

**Important:** The battery state of charge will be limited to 80% with updated software upon completion of this procedure. The state of charge will increase automatically once the vehicle has traveled approximately 6200 miles or 10,000 km from the time of reprogramming.

### Service Procedure

Perform the following steps BEFORE reprogramming the vehicle.



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**Important:** Verify the vehicle SOC is less than 80%. This can be determined by looking at the bars on the power level indicator. If four or more empty bars (not showing green) are displayed, the SOC is at an acceptable level. If the power level indicator shows an SOC of greater than 80% The SOC must be adjusted before proceeding with the recalibration.

**Caution:** During this procedure, a puddle of water may form around the vehicle from HVAC system drainage. Use care to prevent any slip/fall conditions.

**Note:** Each hour of operation will reduce SOC by about 10%. Left unattended, the vehicle will automatically turn OFF after 2 hours. This procedure must be performed in a secure location because the vehicle is in a drivable condition. Take proper steps to ensure no unauthorized drivers have access to the vehicle.

### If required, reduce the SOC as follows:

- Vehicle in PARK, Vehicle ON.
- Headlamps Low Beam: ON.
- Temp Control: Hi (Max Heat High) (note: windows should be down).
- Distribution: MAX Defrost (Engages AC Compressor).
- Fan Speed: High (8).
- Select: Fresh Air (Not recirc).
- Select: Heat & A/C.
- If equipped, turn heated seats to hi position.
- Verify SOC after 60 minutes. If the SOC is still greater than 80%, allow additional time for the loads listed above to reduce the SOC to less than 80%.
- When the SOC adjustment is completed return the HVAC controls to 72 Deg. AUTO, Set the headlamp control to AUTO.

### Programming

**Note:** Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

**Important:** The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

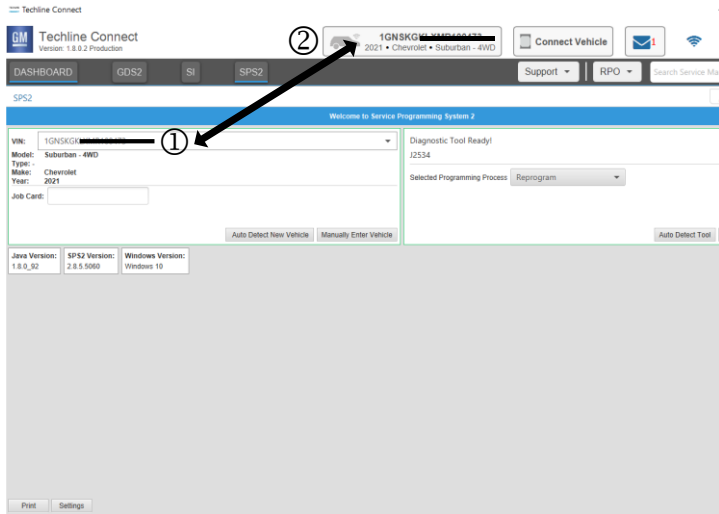
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

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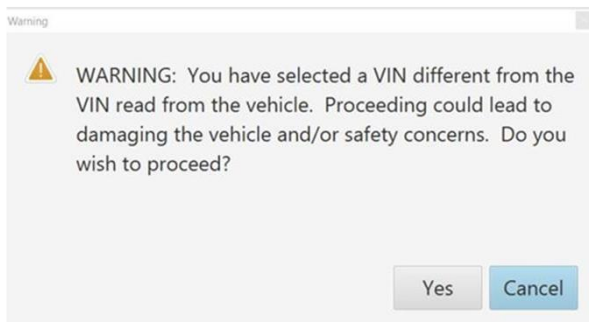


**Caution:** Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.

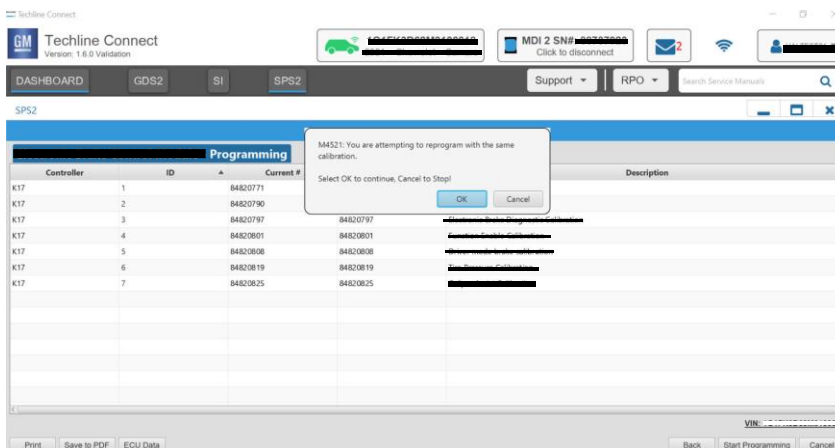


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**Important:** If the vehicle VIN DOES NOT match, the message below will be shown.



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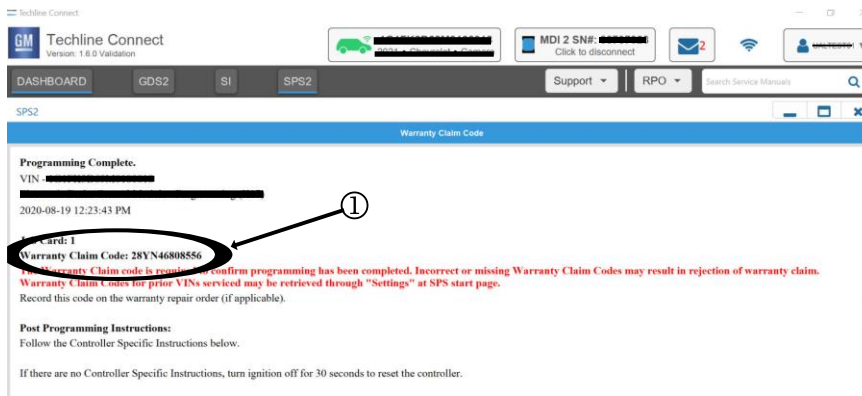


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**Important:** If the same calibration/software warning is noted on the TLC or SPS Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

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**Note:** The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

**Important:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

- a. The following conditions **MUST** be met, or errors may occur while reprogramming:
  - 1.1. The vehicle **MUST** be OFF.
  - 1.2. The hood **MUST** be closed.
  - 1.3. The headlights **MUST** be ON.
  - 1.4. The brake pedal **MUST** be applied.

Controller	ID	▲	Current #
K114B	1	UNKNOWN	
K114B	2	UNKNOWN	

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2. Reprogram the following modules.
  - a. Hybrid Powertrain Control Module 2. Refer to K114B Hybrid/EV Powertrain Control Module 2: Programming and Setup in SI
    - Remain in the vehicle with the brake pedal depressed during the programming of the K114B HPCM2. When the green check mark indicates the K114B HPCM2 has been re-programmed, as shown in the image, release the brake pedal and transition to Ignition ON/Propulsion OFF.
  - b. Battery Energy Control Module. Refer to K16 Battery Energy Control Module: Programming and Setup in SI.
  - c. (All model years EXCEPT 2022) Body Control Module. Refer to K9 Body Control Module: Programming and Setup in SI.
3. After programming has fully completed, clear DTCs. Let the vehicle sleep for 1 minute after removing the MDI, powering OFF, and closing all doors.
4. Print and fill out the attached Notice to Customer at the end of the bulletin. Dealers will review the Notice to Customer with the customer at time of vehicle return or delivery. This notice contains the approximate miles/km



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of when the battery will automatically return to a maximum state-of-charge of 100%. Place a copy of the notice in the glove compartment.

### Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



We Support  
Voluntary Technician  
Certification

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# 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/boltevrecall](http://www.chevy.com/boltevrecall).

#### 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.



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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

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# NOTICE TO CUSTOMER

This vehicle is now updated with a new advanced diagnostic software that will continually monitor the high voltage battery. 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 or 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.

Your vehicle's current mileage is

\_\_\_\_\_miles/km

Your vehicle's high voltage battery will return to a maximum 100% state of charge at

**approximately** \_\_\_\_\_ miles/km

Please retain a copy of this notice in the vehicle's glove compartment. If you sell this vehicle, you **MUST** provide this notice to the buyer of your vehicle.

For US dealers: If you have any questions or concerns that your dealer is unable to resolve, please contact the EV Concierge at 1-833-EVCHEVY (1-833-382-4389) (TTY 711 / 1-800-833-2438).

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.

For Canadian dealers: If you have questions or concerns, please contact the EV Chevrolet Concierge team at 1-833-EVCHEVY (1-833-382-4389) (English and French service available).

Hours of operation: Monday to Friday (8:00am to 9:00pm) & Saturday (8:00am to 5:00pm) ET.

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