

Safety Recall

N212345946 High Voltage Battery May Melt or Burn



Release Date: March 2025

Revision: 03

Revision Description: This bulletin is being updated to ensure dealers are being referred to the latest information in SI. Please discard all previous copies of N212345946.

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.

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.

Danger: Carefully read this bulletin before beginning the remedy procedure. This bulletin contains important legal and safety requirements that must be followed in order to safely replace the vehicle's high voltage battery in compliance with applicable federal, state, provincial, and local laws. To avoid injury or death, use of a forklift is required to safely load and unload crated batteries into and out of delivery trucks. Failure to carefully follow the procedures in this bulletin may result in serious injury or death.

This is a phased launch.

For US Dealers: This recall must only be completed by Chevrolet EV certified dealers who have met all Bolt recall-specific training, tool and equipment requirements. 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.

Condition	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.
Correction	Dealers will replace the high-voltage battery pack and install advanced diagnostic software that will monitor battery performance and identify defective battery modules that require replacement.

Vehicle Preparation Before Entering the Repair Garage

The high voltage battery must be at a state of charge (SOC) less than 80%. (If the State of Charge is greater than 80%, follow the Adjusting (Reducing) the SOC procedure below.)

Record the final State Of Charge (SOC) on the repair order, prior to repair (Technician).

The Warranty Administrator will need to enter the State of Charge value in the "Reference Number" field of the warranty claim.

Once the vehicle is received for service it should not be plug-in charged until the replacement high voltage battery has been installed.

Perform the following steps BEFORE the high voltage battery removal.
Adjusting (Reducing) the SOC

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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%, follow the bulleted procedure below until SOC is less than 80%.

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.

- 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 less than 80%, proceed with the steps below. If the SOC is above 80%, allow additional power burn off time.
- When the SOC adjustment is completed return the HVAC controls to 72 Deg. AUTO, Set the headlamp control to AUTO.

Parts

Quantity	Part Name	Part No.
1	BATTERY ASM-HIGH VLTG	24061836*
1	BATTERY ASM-HIGH VLTG	24061757*
2	COOLANT ENGINE (50/50 Mix)	12378390 US 10953456 CA

* Either High Voltage Battery part number can be used to complete this recall. These parts are functionally the same. Please ONLY order one High Voltage Battery.

As a reminder high voltage battery assemblies are VIN specific.

WARNING: ONLY the VINs associated with this recall can use these specific high voltage battery assembly part numbers listed above. If VIN receives a part number other than those listed above it may result in future serviceability issues. The batteries listed in this recall are specific to the VINs in Open in IVH. Claims with incorrect part numbers may be debited.

Storage Guidelines for Containerized High Voltage Batteries

- Store the High Voltage Battery and shipping crate flat.

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- Store the High Voltage Battery and shipping crate in an environmentally protected area (indoors).
- Protect the High Voltage Battery and shipping crate from exposure to liquids, including rain and snow.
- Protect the High Voltage Battery and shipping crate from physical damage.

Parts Ordering Information

For US Dealers:

In order to simplify the ordering process for high voltage batteries necessary to perform repairs under THIS RECALL, the high voltage battery ordering process requiring authorization from the Technical Assistance Center (TAC) is not required. Battery ordering will be completed using the “Bolt EV Battery Safety Recalls” app in GlobalConnect. The application can be located in either the “App Center” or “Parts Department” in GlobalConnect. All other high voltage battery orders NOT related to the recall must continue to be authorized through Technical Assistance. Once you locate and enter the app you will be connected directly to the Spiers New Technologies (SNT) ordering portal. At this point simply click the “Create New Recall Order” to begin the process to order part number 24061836 OR 24061757. Before visiting the SNT ordering portal, please have all required information available (shown below).

Note that in addition to order placement, this app is also used to arrange for the high voltage battery core return.



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US dealers will get their replacement packaging materials through the SNT app in Global Connect (same app as they use to order and return the high voltage battery).

For Canadian Dealers:

High voltage batteries may be ordered from York Electronics by logging onto the York Electronics website (www.yorkelec.com) using the username and password created for your Dealership.

Canadian dealer online order process:

- Log in to the website.
- Click on the Bolt EV/EUV Battery Recall icon.
- Complete all required fields and submit the order.
- A copy of the order will be emailed to the email address used to log into the online order system.
- Once the order is processed by the York Electronics order desk, a confirmation email from York will be sent indicating the order was successfully received.

Note: For concerns with the online ordering process, please contact YORK ELECTRONICS OSHAWA at 1-888-650-9675 ext. 307.

Required Information for U.S. and Canada

Dealer Name: _____

Dealer Code: _____

Shipping Address: _____

Contact At Dealership (include phone number and email address): _____

Dealerships Preferred Dealer Delivery Time/Date for Dealer Forklift Operator (Must be within 24 hours of the order time): _____

Hours of operation: _____

VIN # _____

Model Year: _____

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Parts Retention and Return

Parts Retention and Returns (United States Service Agents ONLY)

All high voltage Li-Ion batteries are GM assets and are required to be returned. Dealers are to return the high voltage battery as soon as possible after completion of the repair. If the batteries are not **returned within 30 days**, the dealer will be charged back a core charge.

Important: Shipment of these high voltage Li-Ion batteries is regulated by dangerous goods transportation laws. GM Dealer Parts and Accessories Policies and Procedures requires that dealers comply with all applicable dangerous goods transportation laws, including but not limited to having at least one employee be certified in the transportation of dangerous goods as required by law. Additional resources for dangerous goods transportation can be found as part of appendix G in the latest version of Service Bulletin #99-00-89-019. All dangerous goods must be shipped in accordance with all applicable federal, state, provincial, and local laws.

Drive Motor Battery Core Return Process (United States Service Agents ONLY)

Important: Dealers must submit a core return request through the “Bolt EV Battery Safety Recalls” app in Global Connect. The app is available in the Global Connect App Center. It is the same app used to order batteries for the recall. **DO NOT CALL CCA Logistics or XPO directly.**

Important: For shipping preparation instructions, refer to “Final Shipping Preparation” information following the Service Procedure at the end of this bulletin.

DO NOT wait for the warranty claim to be processed before returning the removed high voltage battery. This part is GM’s material and is not claimed under the warranty labor operation. Place a copy of the repair order with the high voltage battery to be returned. Failure to return a copy of the repair order with the shipment may result in a debit. Attach the completed return shipping tag to the shipping crate. DO NOT return the high voltage battery in any crate other than the crate that the service high voltage battery was delivered in. The removed unit must be returned complete in the original shipping crate.

For questions about your order status, how to return exchanged material, or to verify battery receipt contact:

1-833-33 GM BSC (1-833-334-6272)

Drive Motor Battery Core Return Process (Canadian Service Agents ONLY)

Important: For shipping preparation instructions, refer to “Final Shipping Preparation” information following the Service Procedure at the end of this bulletin.

Email to arrange LTL pickup for the high voltage battery:

Send an email to: GMBatteryReturns@rxo.com.

You will be required to provide size (l x w x h) and weight. This information is available on the GM0003 tag. If your facility does not have a loading dock, please ensure RXO understands that this shipment will be loaded at ground level. (LTL carrier will need to bring required equipment).

Specify Return address:

Vancouver Serviced Dealers: TST Overland Express Burnaby
7867 Express Street 111
Burnaby, BC

Edmonton Serviced Dealers: Day & Ross Edmonton X-Dock
11727 – 178th Street
Edmonton, Alberta

Woodstock Serviced Dealers: Day & Ross Woodstock X-Dock
520 Beards Lane, Unit B
Woodstock, Ontario

Montreal Serviced Dealers: Day & Ross Montreal X-Dock
5000 Trans Canada Hwy
Pointe Claire, PQ

For individual batteries over 500 kg. (1102 lbs.) – included with your new battery will be four (4) Class 9 TDG placards. Please provide these to the driver and **ensure** placards are affixed to the vehicle before departing.

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Refer to GM GlobalConnect for the latest GM Canada Parts Bulletin (GMP2021-213) relating to procedures for return of EV Batteries or Sections. This can be found under Parts Bulletins & Resources located in the application section of the Parts Department page.

Canadian Dealers DO NOT return batteries to the ESC or to the WPC.

Note: If the removed high voltage battery is not returned within 30 days of receipt of the exchange component, the entire transaction will be debited, and the dealer will also be charged the value of a service high voltage battery.

Important: The high voltage battery may also be referred to drive motor battery throughout this service procedure.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107358*	Drive Motor Battery Replacement and Shipping Preparation (Includes Hybrid Powertrain Control Module 2, Battery Energy Control Module, and Body Control Module reprogramming, Capacity Learn, EV Range Reset) (Using Forklift) (2020-2021) ADD: Using Engine Hoist ADD: SOC Depletion to 80%	5.0 0.5 0.3	ZFAT	**
9107366*	Drive Motor Battery Replacement and Shipping Preparation (Includes Hybrid Powertrain Control Module 2, Battery Energy Control Module reprogramming, Capacity Learn, EV Range Reset) (Using Forklift) (2022MY) ADD: Using Engine Hoist ADD: SOC Depletion to 80%	4.5 0.5 0.3	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:

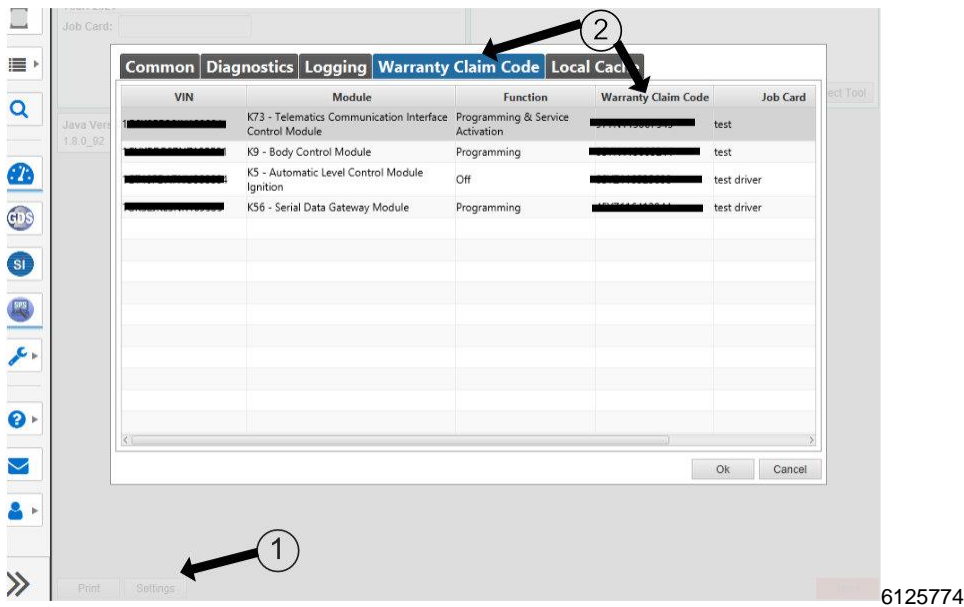
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- The Warranty Claim Code from the programming event must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty 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

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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

** Submit a \$520.00 USD (\$624.00 CAN) administrative part allowance. Add this amount in the Administrative Allowance Net Item field when submitting the repair transaction.

** Submit a \$600.00 USD (\$720.00 CAN) administrative allowance for recall specific impacts to technician and service department throughput, Business Development Centers, high voltage battery handling and storage, tools and equipment, including forklifts, and miscellaneous shop supplies.

** Submit a \$20.00 (\$25.00 CAN) administrative allowance for return of the used high voltage battery assembly (document preparation and packaging). Add this amount in the Administrative Allowance Net Item field when submitting the repair transaction.

For Export Only – Submit an administrative allowance for return of the used high voltage battery assembly (document preparation and packaging). Add 0.2 in the labor time field when submitting the repair transaction.

Identification Number Recording for All High Voltage Battery Replacements:



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Important: (TECHNICIAN and WARRANTY ADMINISTRATOR) REQUIREMENT FOR THE SERVICE HIGH VOLTAGE BATTERY. The replacement battery identification number must be captured by the technician and recorded on the job card. The Warranty Administrator MUST enter the service high voltage battery identification

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number in GWM (Global Warranty Management) or in DMS (Dealer Management System). Enter the identification number of the service high voltage battery in the 'Comments' field per the screen above. Failure to enter this identification number will cause the claim to reject.

Tool Specifications:

Necessary tools for loading and unloading:

Forklifts are a requirement to load and unload crates from the transportation trailer.

- 3,000 lbs. (1370 kg). capacity or larger.
- 60 inch (152 cm) forks 48 inch (122 cm) are acceptable for already existing forklifts.
- Stand-up, sit-down or walkie forklifts are acceptable.

Pallet Jacks are acceptable to move crates on flat surfaces including the interior of a trailer.

- 3,000 lbs. (1370 kg) capacity or larger.
- 48-60 inch (122-152 cm) forks.
- Recommended fork separation: 20 inch (51 cm).

Loading/Unloading Docks.

- Docks are preferred if available.
- Pallet Jacks are an acceptable option to load and unload in docks.
- Dock wells with grades exceeding 10% require a forklift, no pallet jacks allowed.

Necessary tools for moving crate within dealership and loading/unloading high voltage batteries in/out of crate.

Forklift (recommended).

- 3,000 lbs. (1370 kg) capacity; chain or lifting attachment; 48 inch (122cm) forks.

Engine Hoist (if Forklift not available).

- ½ ton capacity (454 kg); front leg width 36 inch (91 cm) max; lift 87 inch (221 cm) min.
- Process below defined for 8 inch (20 cm) top of legs.

Pallet Jack.

- 3,000 lbs. (1370 kg) capacity; 7 inch (18 cm) lift minimum; 48 inch (122 cm) forks.

Cribbing for REMOVED high voltage battery when using Forklift (when removing from Lift Table and placing on ground).

- Two (2) 4x4s length 60 inch (152 cm) (minimum).

Cribbing for REMOVED high voltage battery when using Engine Hoist (when removing from Lift Table and placing on ground).

- Four (4) Jack Stands –w/stable base (square) and capable of holding 1,000 lbs. (454kg).
- Two (2) 4x4s length 60 inch (152 cm) (minimum).

Cribbing for crate when using Engine Hoist.

- Two (2) 4x4s length 48 inches (122 cm) (minimum).
- Two (2) 4x4s length 60 inches (152 cm) (minimum).
- Two (2) 2x4s length 60 inches (152 cm) (minimum).

Warning: Do not use a vehicle lift to retrieve a battery from the crate or place a battery in the crate to avoid serious injury.

Personal Protective Equipment:

Loading and Unloading:

- Safety glasses.
- General use gloves (Hy-flex, Mechanix).
- Substantial footwear.

Crating and Retrieving:

- Safety glasses.
- General use gloves (Hy-flex, Mechanix).
- Substantial footwear.

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High Voltage Battery installation/removal:

- Safety glasses.
- Class 0 Electrical gloves with leather protectors during harness connections/disconnections.
- General use gloves (Hy-flex, Mechanix) for mechanical tasks.
- Substantial footwear.
- Bump caps for work underneath lifted vehicle.

High Voltage Battery Replacement Service Procedure

Special Tools

- EL-48900 HEV Safety Kit.
- EL-51102 High Voltage Battery Lift Bar Tilter.
- EL-51102-10 Lift Lateral Bar and Shackle Set.
- EL-51102-20 High Voltage Battery Lift Bar Tilter Eye-Nut Kit.
- EL-51102-40 Battery Lifting Strap (QTY 2).
- EL-51102-50 Battery Lifting Strap (QTY 4).
- EL-52016-1A Coolant Passage Test Adapter Kit (Included in 52016-A Kit)
- EL-52016-2A Coolant Pressure Tester Adapter Plug (Included in 52016-A Kit)
- GE-52200-A Lifting Table.

For equivalent regional tools, refer to Special Tools in SI.

Service Procedure

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 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.

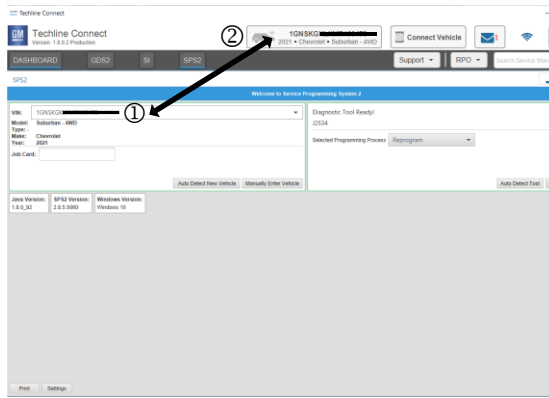
Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- 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 Body Control Module (BCM) is the primary module 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.

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

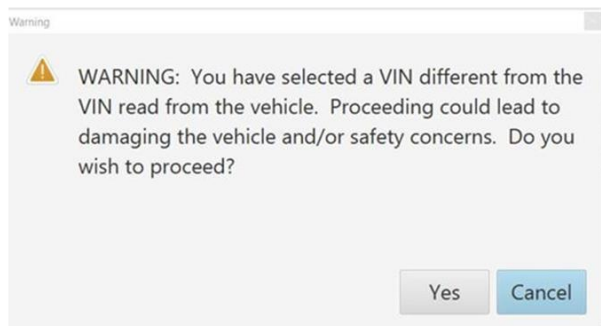
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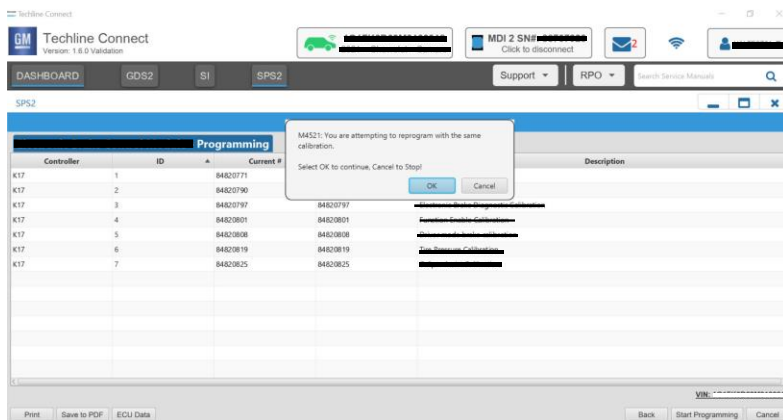


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Important: If the vehicle VIN DOES NOT match, the message below will be shown.



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Important: Techline Connect screens shown above.

Important: If the same calibration/software warning is noted on the TLC 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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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%, refer to the *Vehicle Preparation Before Entering the Repair Garage* section at the beginning of this document.

Caution: The battery service center will provide the appropriate high voltage battery part number based on the requested VIN. The VIN on the Bill of Lading needs to be verified to exactly match the VIN of the vehicle.

Danger: Always perform the High Voltage Disabling procedure prior to servicing any High Voltage component or connection. Personal Protection Equipment (PPE) and proper procedures must be followed.

The High Voltage Disabling procedure includes the following steps:

- Identify how to disable high voltage.
- Identify how to test for the presence of high voltage.
- Identify condition under which high voltage is always present and Personal Protection Equipment (PPE) and proper procedures must be followed.
- Before working on any high voltage system, be sure to wear the following Personal Protection Equipment:
 - Safety glasses with appropriate side shields when within 15 meters (50 feet) of the vehicle, either indoors or outdoors.
 - Certified and up-to-date Class "0" Insulation gloves rated at 1000V with leather protectors.
- Visually and functionally inspect the gloves before use.
- Wear the Insulation gloves with leather protectors at all times when working with the high voltage battery assembly, whether the system is energized or not.

Failure to follow the procedures may result in serious injury or death.

1. Replace the Drive Motor Battery. Refer to *Drive Motor Battery Replacement and Shipping Preparation* in SI for instructions.
2. Program the K114B Hybrid Powertrain Control Module 2. Refer to *K114B Hybrid/EV Powertrain Control Module 2: Programming and Setup* in SI.
 - 2.1 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, release the brake pedal and switch the power mode to Vehicle ON, Propulsion OFF.
3. Program the K16 Battery Energy Control Module. Refer to *K16 Battery Energy Control Module: Programming and Setup* in SI.
4. **For all vehicles EXCEPT 2022 Model Year:** Program the K9 Body Control Module. Refer to *K9 Body Control Module: Programming and Setup* in SI.

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5. Perform the Hybrid/EV Battery Pack Capacity Learn and EV Range Reset. Refer to *Hybrid/EV Battery Pack Capacity Learn* in SI.
6. Return the vehicle to 100% Charging, refer to the procedure outlined within *Drive Motor Battery Replacement and Shipping Preparation* in SI.



NOTICE TO CUSTOMER

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

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 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

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

approximately _____miles

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.

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.

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

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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

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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 Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this recall must be held and inspected/repared 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 Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation 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. 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 recall 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 recall 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 Global Connect 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.

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**