

# Safety Recall

## N212345945 High Voltage Battery May Melt or Burn (GM Owned Vehicles)



Release Date: June 2023

Revision: 00

**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.

**Important:** The VINs involved in this safety recall are GM Owned.

**Important:** The Notice to Customer located at the end of this bulletin must be completed and placed 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.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106664*	Reprogram - Field Action Multimodule Coordinated Sequence ADD: SOC Depletion to 80%	1.0 0.3	ZFAT	N/A

**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:

6125814

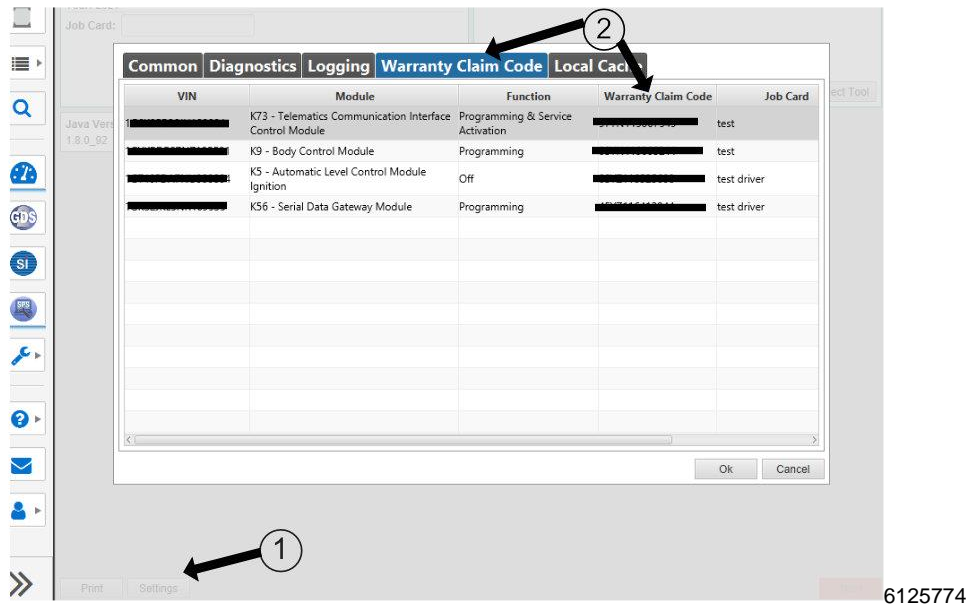
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- The Warranty Claim Code from the programming event must be accurately entered in the “Warranty Claim Code” field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty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



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.

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**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

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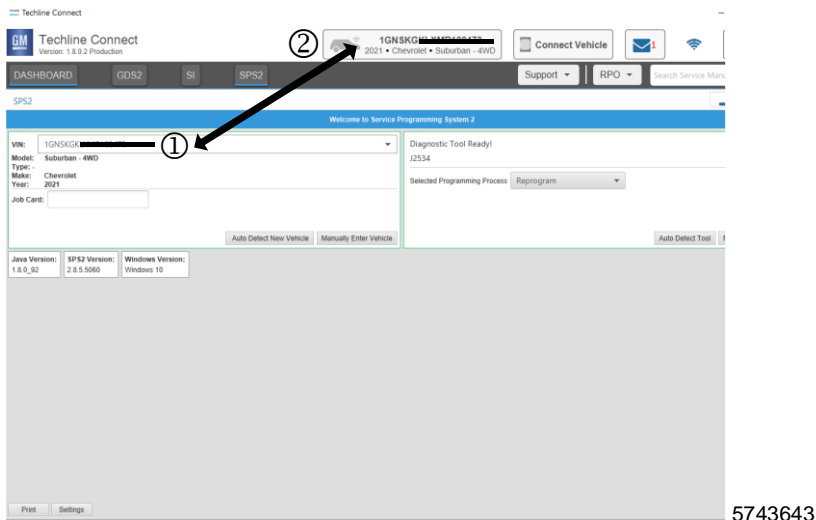
[www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

- 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.

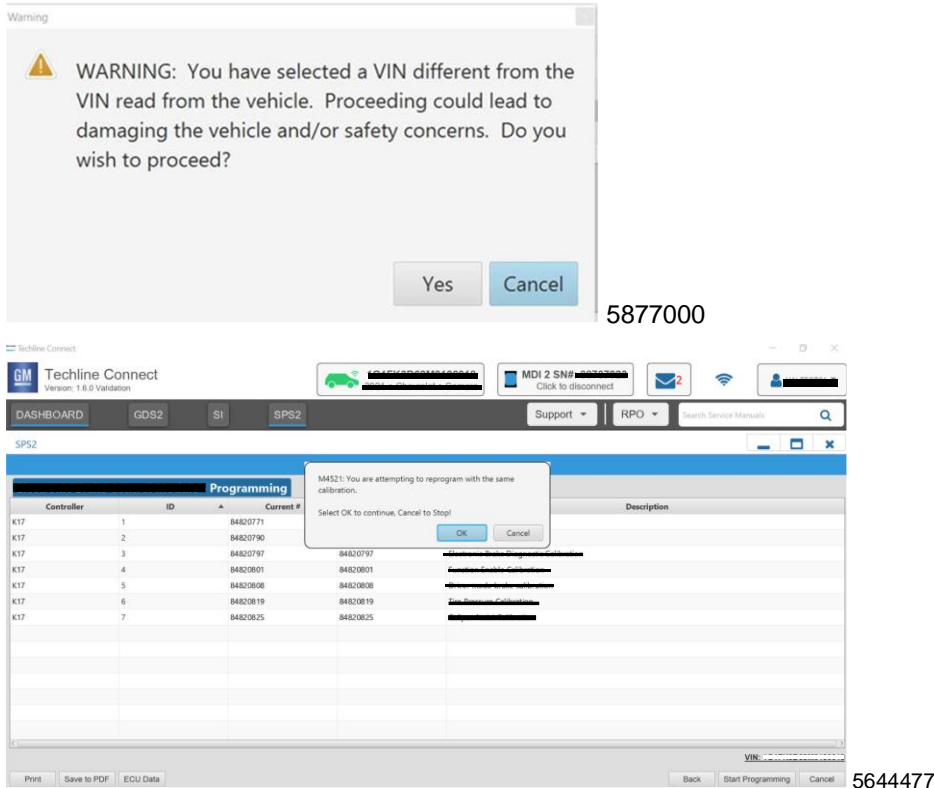
**Caution:** Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.



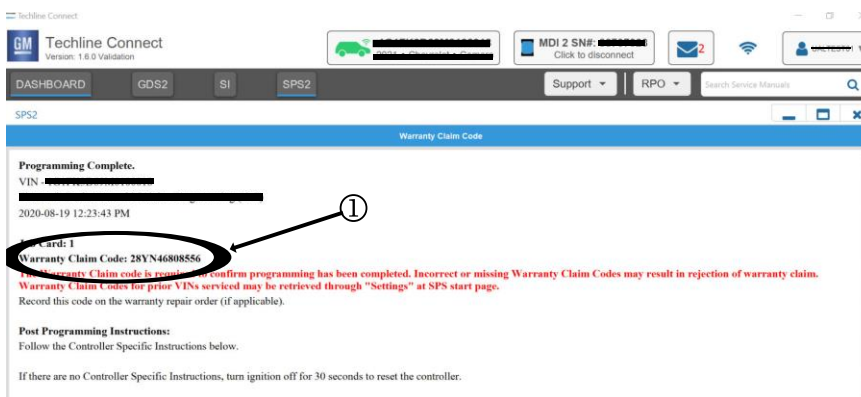
**Important:** If the vehicle VIN DOES NOT match, the message below will be shown.

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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.



**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.

1. 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.

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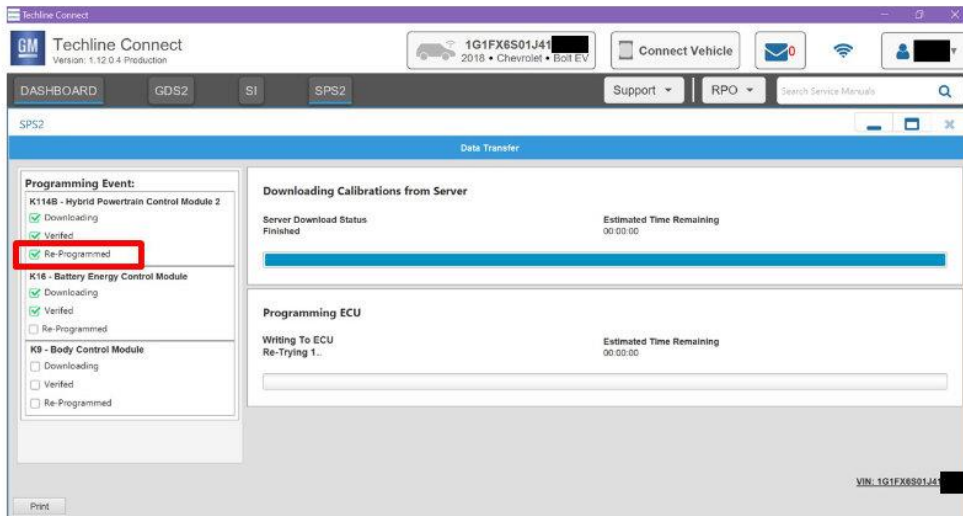
1.4. The brake pedal MUST be applied.

Controller	ID	▲	Current #
K114B	1		UNKNOWN
K114B	2		UNKNOWN

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**Note:** “UNKNOWN” may be shown in the “Current #” column after selecting “ZFA – Field Action Multimodule Coordinated Sequence” on the summary screen. This is normal for this safety recall.

2. Reprogram the sequential multiple modules through SPS/Techline Connect (SPS and Techline Connect screens shown) by selecting “ZFA – Field Action Multimodule Coordinated Sequence” on the select controller screen and select “Programming” for the Select Function/Sequence”. Select “Next” and follow all on screen instructions. In SPS, scroll down to view all instructions prior to programming.



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**Note:** The first module in the sequence is the K114B HPCM2 which is programmed with Ignition OFF and the brake pedal depressed to keep communications awake. The second module in the sequence is the K16 BECM, which is programmed with Ignition ON/Propulsion OFF. The third module is the K9 BCM is also programmed with Ignition ON/Propulsion OFF.

**Note:** Failure to make the transition to Ignition ON/Propulsion OFF may result in having to restart the sequential programming. Sequential programming may SKIP some modules if they already have the latest available calibration.

3. 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.
4. After programming has fully completed, clear DTCs. Let the vehicle sleep for 1 minute after removing the MDI, powering OFF, and closing all doors.
5. Print and fill out the attached Notice to Customer at the end of the bulletin. This notice contains the approximate miles/km 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.

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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 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.

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.

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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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# 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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